



# **Chapter 10**

## **Administration**

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## Chapter 10 - Administration

### Overview

This document details the functions of **Administration** in **ibais**.

**PLEASE NOTE:** some functions outlined in this Manual are specifically related to Brokers and Agents or alternatively Insurance Companies. The functions have been left in the Manual for completeness. All functions may not be available in your system.

### How to Access the Administration Functions

The system is driven through the **ibais Home Page**.

The **ibais Security System** only enables access to panels and functions that you are allowed.

You may access the functions via the **All Options** tab at the top of the screen or via your **Favourites**.

**Administration** is divided into Accounting, Insurance and Claims.

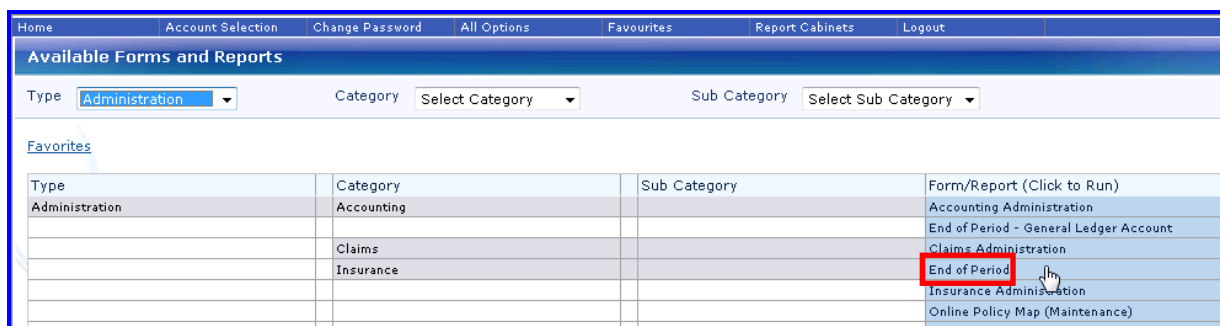
### End Of Period

The **End of Period** allows for the running of the **End of Day** procedure, an **End of Week** set of Reports and the **End of Month** Procedure and Reports.

### Accessing End of Period

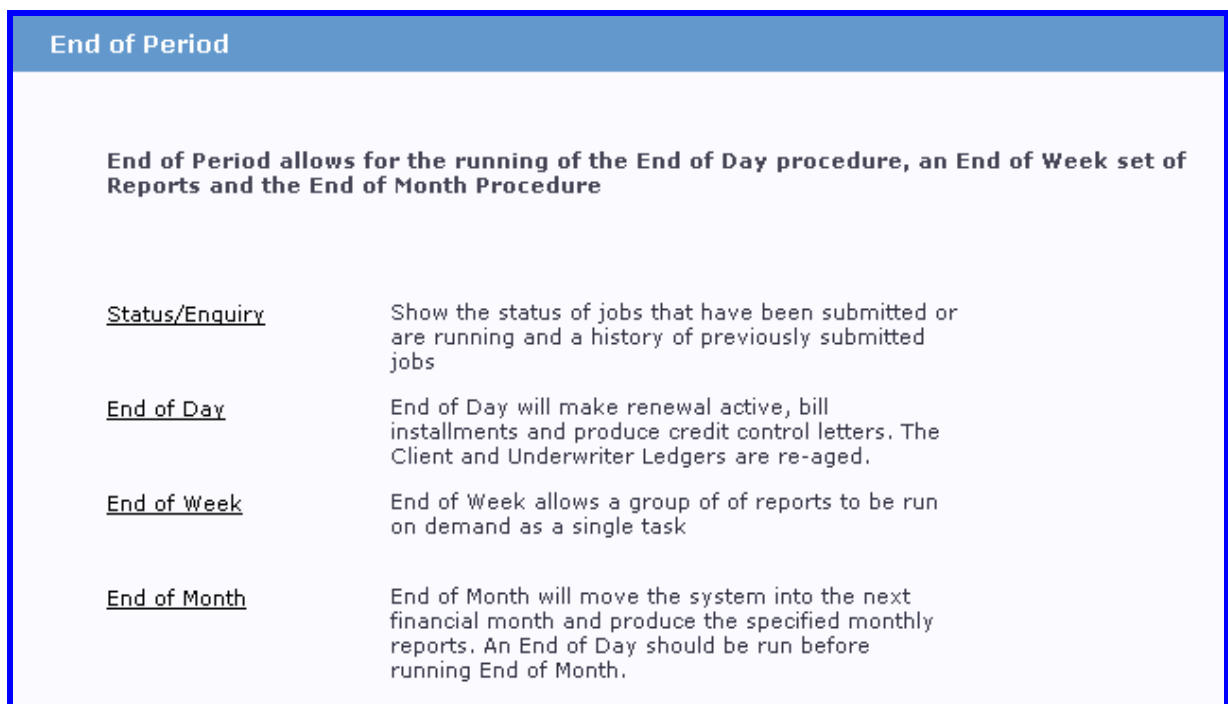
Click on **Administration** on the Home Page or **All Options** on the top menu, as shown below, to display all available options.

Select **End of Period** from the **Administration- Insurance** list.



Type	Category	Sub Category	Form/Report (Click to Run)
Administration	Accounting		Accounting Administration
			End of Period - General Ledger Account
	Claims		Claims Administration
	Insurance		End of Period
			Insurance Administration
			Online Policy Map (Maintenance)

This will then open up the **End of Period** menu as below.



### End of Period

**End of Period allows for the running of the End of Day procedure, an End of Week set of Reports and the End of Month Procedure**

<u>Status/Enquiry</u>	Show the status of jobs that have been submitted or are running and a history of previously submitted jobs
<u>End of Day</u>	End of Day will make renewal active, bill installments and produce credit control letters. The Client and Underwriter Ledgers are re-aged.
<u>End of Week</u>	End of Week allows a group of reports to be run on demand as a single task
<u>End of Month</u>	End of Month will move the system into the next financial month and produce the specified monthly reports. An End of Day should be run before running End of Month.

### End of Day

The End of Day process performs various functions the more significant of which are detailed below:

- Instalment documents are generated
- Credit Control Letters are generated
- Status of renewals (\*R) are updated
- Email reminders for Claims and Tasks to be actioned are generated
- Debtors and Creditors ledgers are re-aged
- Some reports may be generated

**Please Note:** End of Day should only be run when all users are out of the system. If a user is in a record whilst the End of Day is in progress it will lock the record.

Select “End of Day” option from the “End of Period” menu.

**End of Period**

End of Period allows for the running of the End of Day procedure, an End of Week set of Reports and the End of Month Procedure

<u>Status/Enquiry</u>	Show the status of jobs that have been submitted or are running and a history of previously submitted jobs
<b>End of Day</b>	End of Day will make renewal active, bill installments and produce credit control letters. The Client and Underwriter Ledgers are re-aged.
<u>End of Week</u>	End of Week allows a group of reports to be run on demand as a single task
<u>End of Month</u>	End of Month will move the system into the next financial month and produce the specified monthly reports. An End of Day should be run before running End of Month.

## Chapter 10 - Administration

The following screen will be displayed:

End of Period Submission

Job Summary

EOP Type

End of Day

Sequence

0

Title

End of Day Rollover

Date Last Run

16/04/2008

Date of Run

29/05/2008

Delay Start Until

Time

Monitor Job

☒

Step	Module	Program	Description	Type
1	BK	DB.G.EOD	End of Day Program	Mandatory
2	BK	DB.G.OVERDUE	Credit Control Letters	Mandatory
3	BK	BKOVERDUE*R10	Overdue Report	Mandatory
4	BK	BKOVERDUE*R10.CLASS	Overdue Report Specified Classes	Mandatory
5	BK	BKEXCEPTION*R20	End of Day Exceptions	Mandatory
6	AR	DB.U.AR.REAGE	AR Re-age	Run
7	AP	DB.U.TRANPURG	Purge AP Transaction File	Run
8	AP	DB.U.AP.REAGE	AP Re-age	Run
9	AR	DB.U.TRANPURG	Purge AR Transaction File	Run

Module	Month	Year	Period
AP	July	2004	1/2004
AR	July	2004	1/2004
BK	July	2004	1/2004
GL	July	2004	1/2004

Press the “**Submit**” button to start the End of Day and the screen will change to below:

End of Period Progress

Job Summary

EOP Type

EOD

Sequence

0

Title

End of Day Rollover

Date Last Run

16/04/2008

Date of Run

29/05/2008

Date to Start

Time to Start

Date Started

Time Started

Submitted By

ands

Step	Program	Description	Run	Re-Run	Start Time	Finish Time	Status	Cabinet
1	DB.G.EOD	End of Day Program	Y	N				
2	DB.G.OVERDUE	Credit Control Letters	Y	Y				
3	BKOVERDUE*R10	Overdue Report	Y	Y				BAEODCAB
4	BKOVERDUE*R10.CLA	Overdue Report Specified Classes	Y	Y				BAEODCAB
5	BKEXCEPTION*R20	End of Day Exceptions	Y	Y				BAEODCAB
6	DB.U.AR.REAGE	AR Re-age	Y	Y				
7	DB.U.TRANPURG	Purge AP Transaction File	Y	Y				

Pause End of Period

☐

Last Refreshed

Stop end of Period

☐

Restart End of Period

☐

Date Finished

Time Finished

Message

Phantom process started with process ID 2172.

This box shows the status and progress of the End of Day run.

## Chapter 10 - Administration

It may take a few minutes for the End of Day to run.

When the task is complete, the “**Time Finished**” field and the message **EOP Completed** will be displayed as shown below:

End of Period Progress

Job Summary

EOP TypeEOD

Sequence0TitleEnd of Day Rollover

Date Last Run16/04/2008

Date of Run29/05/2008

Date to StartTime to Start

Date Started29/05/2008Time Started10:28:37am

Submitted Byands

Step	Program	Description	Run	Re-Run	Start Time	Finish Time	Status Cabinet
1	DB.G.EOD	End of Day Program	Y	N	10:28	10:28	ok
2	DB.G.OVERDUE	Credit Control Letters	Y	Y	10:28	10:29	ok
3	BKOVERDUE*R10	Overdue Report	Y	Y	10:29	10:29	okBAEODCAB
4	BKOVERDUE*R10.CLA	Overdue Report Specified Classes	Y	Y	10:29	10:29	okBAEODCAB
5	BKEXCEPTION*R20	End of Day Exceptions	Y	Y	10:29	10:29	okBAEODCAB
6	DB.U.AR.REAGE	AR Re-age	Y	Y	10:29	10:29	ok
7	DB.U.TRANPURG	Purge AP Transaction File	Y	Y	10:29	10:29	ok

Last Refreshed10:29:10am

Date Finished29/05/2008Time Finished10:29:10am

Message

EOP COMPLETED  
CALLING DB.U.TRANPURG AR,D  
CALLING DB.U.AP.REAGE  
CALLING DB.U.TRANPURG AP,D  
CALLING DB.U.AR.REAGE  
CALLING BKEXCEPTION\*R20  
CALLING BKOVERDUE\*R10.CLASS 14760  
CALLING BKOVERDUE\*R10 14760

You can **either** Log out at this point **or** continue with your normal **ibais** processing.

### End of Month

The **End of Month** process performs the various functions that allow the system to be moved to the next financial month and it produces specified monthly reports.

**Please Note:** **End of Month should only be run when all users are out of the system. It is advisable to run an End of Day before running End of Month as these two processes perform completely different and separate functions.**

Select the **End of Month** option from the **End of Period** menu.

**End of Period**

**End of Period allows for the running of the End of Day procedure, an End of Week set of Reports and the End of Month Procedure**

<u>Status/Enquiry</u>	Show the status of jobs that have been submitted or are running and a history of previously submitted jobs
<u>End of Day</u>	End of Day will make renewal active, bill installments and produce credit control letters. The Client and Underwriter Ledgers are re-aged.
<u>End of Week</u>	End of Week allows a group of reports to be run on demand as a single task
<b><u>End of Month</u></b>	End of Month will move the system into the next financial month and produce the specified monthly reports. An End of Day should be run before running End of Month.

The following screens will be displayed



## Chapter 10 - Administration

### End of Period Submission

Job Summary

EOP Type: **End of Month**

Sequence: **0** Title: **End of Month Rollover**

Date Last Run: **27/10/2008**

Date of Run: **27/10/2008**

Delay Start Until:  Time:

Monitor Job: ☒

**Insert End of Month Date**

You may delay the End of Month process to start on a set date or at a set time by completing the Delay Start Until and Time you may then turn your machine off and it will run in the background. If you do preset the date and time you should always check the EOP had run correctly in the Status/Enquiry screen before you allow users to log back into the system.

Step	Module	Program	Description	Type
1	BK	DB.G.CHECKEOP	Set EOM Flag	Mandatory
2	BK	GLREPORTS*R10	Trust Account Summary	Run
3	BK	BKTRANS*R155	Monthly Sales Summary	Run
4	BK	BKEARNED*R100	Monthly Earned Summary	Run
5	BK	BKEARNED*R10	Brokerage Earned Detail	Run
6	BK	BKEARNED*R10S	Brokerage Earned by Executive	Run
7	BK	GLREPORTS*R20	Trust Trial Balance	Run
8	BK	BKREPORTS*R500	Control Totals Balancing	Run
9	BK	BKREPORTS*R670	Unallocated Cash	Run
10	BK	BKREPORTS*R510.BRK	Debtors Ageing by Debtor	Run
11	BK	BKREPORTS*R510S.BRK	Debtors Ageing by Executive	Run
12	BK	BKREPORTS*R530	Return Premiums - Underwriter	Run

Module	Month	Year	Period
AP	June	2008	12/2008
AR	June	2008	12/2008
BK	June	2008	12/2008
GL	March	2008	9/2008

Press the submit button to start the **End of Month** and the screen will change to below, the function is running in the background.

### End of Period Progress

Job Summary

EOP Type: **EOM**

Sequence: **0** Title: **End of Month Rollover**

Date Last Run: **27/10/2008**

Date of Run: **27/10/2008**

Date to Start: **Time to Start**

Date Started: **Time Started**

Submitted By: **chac**

Step	Program	Description	Run	Re-Run	Start Time	Finish Time	Status Cabinet
1	DB.G.CHECKEOP	Set EOM Flag	Y	Y			
2	GLREPORTS*R10	Trust Account Summary	Y	Y			BAEOMCAB
3	BKTRANS*R155	Monthly Sales Summary	Y	Y			BAEOMCAB
4	BKEARNED*R100	Monthly Earned Summary	Y	Y			BAEOMCAB
5	BKEARNED*R10	Brokerage Earned Detail	Y	Y			BAEOMCAB
6	BKEARNED*R10S	Brokerage Earned by Executive	Y	Y			BAEOMCAB
7	GLREPORTS*R20	Trust Trial Balance	Y	Y			BAEOMCAB

Pause End of Period: ☐ Last Refreshed

Stop end of Period: ☐

Restart End of Period: ☐

Date Finished: **Time Finished**

Message: **Phantom process started with process ID 4800.**

**This box shows the status and the progress of the End of Month run.**

## Chapter 10 - Administration

Depending on the size of the database it may take several minutes for the **End of Month** to run.

When the task is complete the **"Time Finished"** field and the message **EOP Completed** will be displayed as shown below:

**End of Period Progress** Job Summary

EOP Type: EOM  
Sequence: 0 Title: End of Month Rollover  
Date Last Run:  
Date of Run: 27/10/2008  
Date to Start: Time to Start:  
Date Started: 27/10/2008 Time Started: 01:12:20pm  
Submitted By: chac

Step	Program	Description	Run	Re-Run	Start Time	Finish Time	Status	Cabinet
37	DB.U.AP.REAGE	Reage AP Open Items	Y	Y	13:21	13:21	ok	
38	DB.U.AP.OI	Monthly AP Reage	Y	Y	13:21	13:21	ok	
39	DB.U.TRANPURG	Transaction Purge	Y	Y	13:21	13:21	ok	
40	DB.U.PE	Calendar Update	Y	N	13:21	13:21	ok	
41	DB.U.GL.CFCA	Foreign Currency Variance	Y	N	13:21	13:21	ok	
42	DB.U.PE	GL Calendar Update/Purge	Y	N	13:21	13:21	ok	
43	DB.G.CHECKEOP	Reset EOM Flag	Y	Y	13:21	13:21	ok	

Last Refreshed: 01:21:24pm

Date Finished: 27/10/2008 Time Finished: 01:21:24pm

Message:  
EOP COMPLETED  
Re-Setting End of Month Flag  
CALLING DB.G.CHECKEOP RESETEOM  
Setting End of Month Flag  
CALLING DB.U.PE GL,M,14911  
Setting End of Month Flag  
CALLING DB.U.GL.CFCA  
Setting End of Month Flag  
CALLING DB.U.PE AP,M,14911

**By clicking on the Job Summary button this will take you to the Status/Enquiry screen which shows a history of jobs done, date, time.**

**The time will update as it processes the steps. You may scroll up and down to view the status of the steps.**

You can either **Log out** at this point or continue with your normal **ibais** processing.

**Please Note:** The reports are set by BA these run to Report Cabinets and may be printed from here. When End of Month is completed the financial periods will update to the new financial period.

## Status/Enquiry

The **Status/Enquiry** function allows you to view the **Outstanding Jobs** and **Completed Jobs** - it will display the Run Date, the Function, the Finish Date, Time and Status.

### Outstanding and Completed Jobs

Jobs Completed On or After:

#### Outstanding Jobs

Type	Seq	Run Date	Title	Start Date	Start Time	Status	View Details

#### Completed Jobs

Type	Seq	Run Date	Title	Finish Date	Finish Time	Status	View Details
EOD	0	29/05/2008	End of Day Rollover	29/05/2008	10:29	Complete	<a href="#">View Details</a>
EOD	0	03/06/2008	End of Day Rollover	03/06/2008	10:48	Complete	<a href="#">View Details</a>
EOM	0	02/06/2008	End of Month Rollover	02/06/2008	11:29	Complete	<a href="#">View Details</a>
EOM	0	03/06/2008	End of Month Rollover	02/06/2008	11:49	Complete	<a href="#">View Details</a>
EOM	0	19/08/2008	End of Month Rollover	19/08/2008	11:22	Complete	<a href="#">View Details</a>

**View Details** will allow you to see the End of Day or End of Month run in detail for that date, it will display all reports, date and time run.

**Please Note:** When viewing the details screen to return to the outstanding and completed jobs screen press the [Job Summary](#) button or hyperlink.

# Reprint Credit Control Letters

Click on **Administration** on the Home page, or **All Options** on the top menu, as shown below, to display all available options.

Select **Insurance Administration** from the **Administration** list.

Available Forms and Reports

Type: **Administration** Category: **Insurance** Sub Category: **Insurance Administration**

Type	Category	Sub Category	Form/Report (Click to Run)
Administration	Accounting		Accounting Administration
	Claims		End of Period - General Ledger Account
	Insurance		Claims Administration
			End of Period
			<b>Insurance Administration</b>
			Online Policy Map (Maintenance)
			Online Policy Map (Set Up)
			Premium Funders
			Remove Portfolio Funding
		Statutory Reporting	APRA Extract Information
			APRA Form 701 - Audit listing
			APRA Form 701 - Audit report Category C
			APRA Form 701 - Table 1
			APRA Form 701 - Table 2
			APRA Parameter Maintenance
			APRA Reporting Extract
			Brooklyn Rating Codes
			Company Branch
			Rating Table Maintenance
			User and Security Administration

Refine by Description:  [Refine](#)

Select **Insurance Administration** from the **Administration** list.

DesignBais Editor DesignBais Help Change Password Account Selection Run a Form Logout Favorites

**Insurance Administration**

Insurance Administration allows for the maintenance of all of the Master Files and Codes Files that will affect Insurance Functions

- Insurance Administration
  - FSRA Details
  - Documents
  - Policy Setup
  - Statutory Charges
  - Marine Details
  - Rating Details
  - Codes File
  - System Codes
  - Executive
  - Global User
  - Actual Insurers
  - Breeder
  - Maintenance
  - General Letter Template
  - System Parameters
  - System Wide Parameters
  - Trust Bank Account
  - Premium Funder Classes
  - Re-Print Credit Control Letters**
  - End of Period

## Chapter 10 - Administration

The screenshot shows a web application interface for 'Reprint Credit Control Letters'. At the top, there is a navigation bar with links: Home, Account Selection, Change Password, All Options, Favourites, Report Cabinets, and Logout. On the left side, there is a sidebar menu with various options including Broking, Administration, FSRA Details, Documents, Policy Setup, Statutory Charges, Marine Details, Auto Rating, Codes File, System Codes, Executive, Global User, Actual Insurers, General Letter Template, System Parameters, System Wide Parameters, Trust Bank Account, Premium Funder Classes, and Re-Print Credit Control Letters. The main content area is titled 'Reprint Credit Control Letters' and contains a 'Submit' button and a 'Clear' button. Below these buttons, there is a form with a label 'CC Letter Run Date' and a text input field containing '10/08/2008'. Below the date field, there is a table with two columns: 'Client Code' and 'Client Name'. The table has a header row and a body row with empty cells. There are also some small icons and a scroll bar on the right side of the table.

Enter in the date on which the letter(s) you wish to reprint were created. Input the client or clients which you wish to reprint the letters for and hit the  button.

If you do not input any clients then all letters from the selected date will be reprinted.

# Insurance Administration

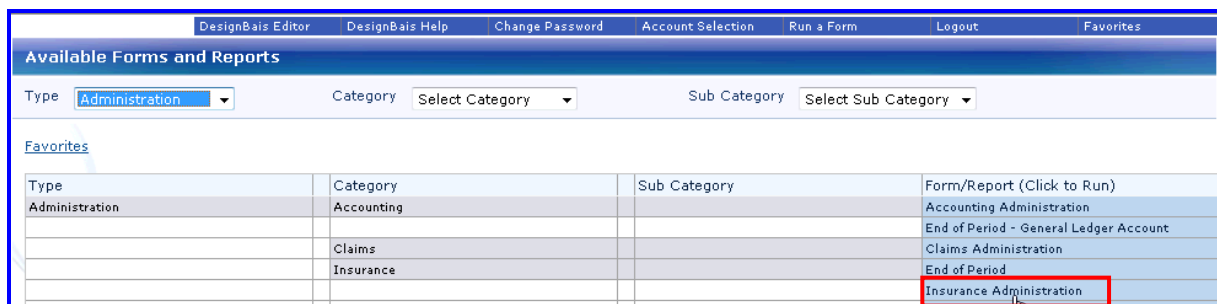
## Preferred Insurers

This function allows you enter the **Insurer's Commission rate** for a Policy Class. Once this is done the commission rate is automatically populated when a new business or renewal transaction is processed on that Policy Class.

## Accessing Preferred Insurers

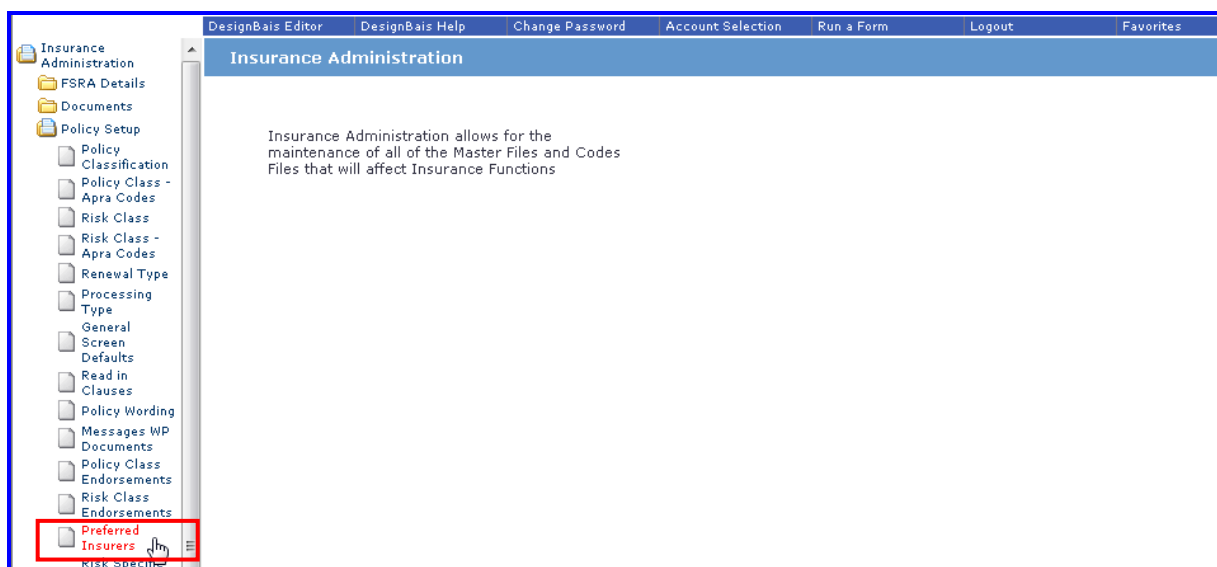
Click on **Administration** on the Home page, or **All Options** on the top menu, as shown below, to display all available options.

Select **Insurance Administration** from the **Administration** list.



Type	Category	Sub Category	Form/Report (Click to Run)
Administration	Accounting		Accounting Administration
			End of Period - General Ledger Account
	Claims		Claims Administration
	Insurance		End of Period
			Insurance Administration

This will then open up the **Insurance Administration** menu. Select **Policy Setup** and **Preferred Insurers**.



Insurance Administration allows for the maintenance of all of the Master Files and Codes Files that will affect Insurance Functions


The following screen will appear.

The screenshot shows the 'Preferred Insurers' window. At the top, there are buttons for 'Submit', 'Clear', and 'Delete'. Below these, the 'Policy Class' is set to 'FAM' and the 'Default Brokerage %' is '20.0000'. A table lists insurers with columns for Rank, Insurers, Name, and Brokerage %. One entry is visible: Rank 1, Insurers ALLIANZ, Name Allianz Insurance, Brokerage % 20,0000. Red callout boxes provide instructions: 'Insert the Policy Class or Look up' points to the Policy Class field; 'Insert the Insurer Code or Look up. The Insurer's name will default in.' points to the Insurers column; 'Insert the Brokerage/Commission rate for the Insurer.' points to the Brokerage % column; and 'The Insurer can be ranked in order of preferred choice.' points to the Rank column.

Rank	Insurers	Name	Brokerage %
1	ALLIANZ	Allianz Insurance	20,0000

Multiple Insurers can be added by “**tabbing**” through the fields or clicking on the + to open a new field.

When all Insurers are added press  to complete the setup.

**Warning:** By clicking on  all the commission details for that Policy Class will be erased. Should you wish to delete one line only click on x to delete the line.

**Please Note:** If a policy is endorsed mid term the commission rate will remain at what it was inception or renewed on until the next renewal, then it will reflect the changed commission.

### Endorsements

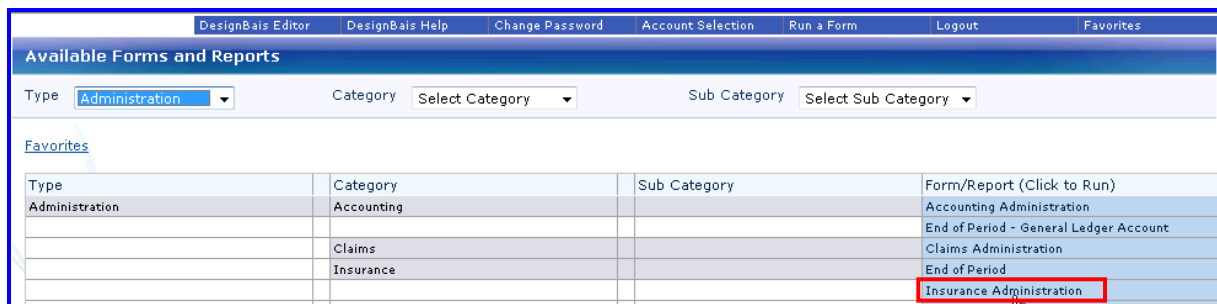
**Please note: Endorsements is only for Standard BA.**

This function allows you to enter new or maintain existing endorsements. The Endorsement Clauses populates in the Policy Transaction Screen under Wording, Clauses and Notes when a new business or renewal is transacted. Each Endorsement must be given a unique Clause and Version Number so that any changes to the endorsement can be tracked.

### Accessing Endorsements

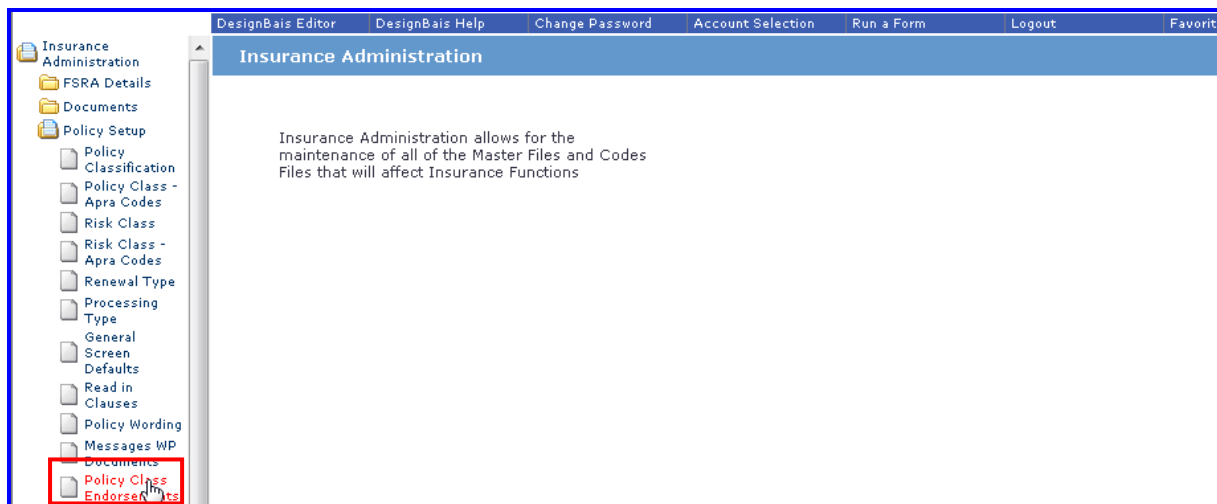
Click on **Administration** on the Home page, or **All Options** on the top menu, as shown below, to display all available options.

Select **Insurance Administration** from the **Administration list**.



Type	Category	Sub Category	Form/Report (Click to Run)
Administration	Accounting		Accounting Administration
			End of Period - General Ledger Account
	Claims		Claims Administration
	Insurance		End of Period
			Insurance Administration

This will then open up the **Insurance Administration** menu. Select, **Policy Setup** and **Endorsements**.



Insurance Administration

Insurance Administration allows for the maintenance of all of the Master Files and Codes Files that will affect Insurance Functions



The following screen will appear.

The screenshot shows the 'Endorsements' form with the following fields and annotations:

- Classification:** PHH (Annotation: Insert the Policy Classification or Look up)
- Endorsement No:** 55.1 (Annotation: Insert new Endt no or Look up existing Endt no. Must be in format nn.nn i.e. 1.1)
- Short Description:** 60 Day Unoccupancy Clause (Annotation: Enter Abbreviated or short Endorsement name or description)
- Standard:** ☒ (Annotation: Enter effective date of endt)
- Latest Indicator:** ☒
- Effective Date:** 1/01/2008
- Perils %:** (Empty field)

The 'Full Details' section contains a text area with the following text:

Policy is extended to cover 60 day unoccupancy provided written notification is advised and the property is regularly checked.

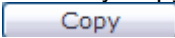
(Annotation: Insert description or details of Endorsement, this is free format.)

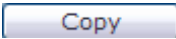
### A Note About Endorsement Numbering

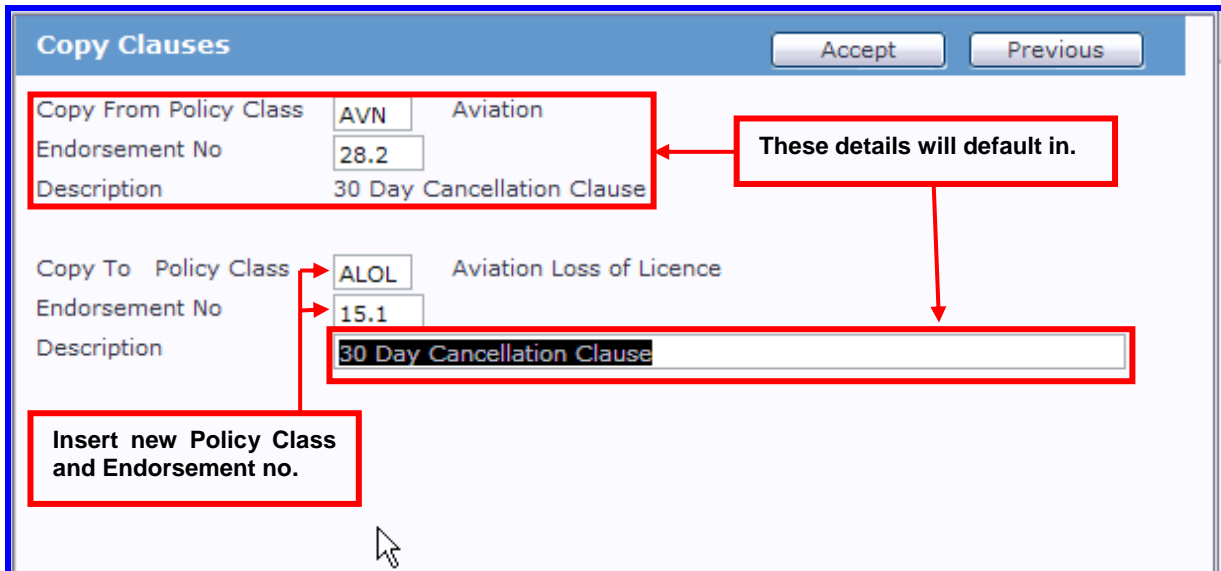
Endorsements are numbers in the format **n.n** which indicates the Endorsement number and the version number:

Endorsement Number → **n.n** ← Version Number

i.e: An endorsement number 3.2 is the second version of endorsement 3.

You may copy existing endorsement clauses from one Policy Class to another by selecting the  button.

By selecting  the following screen will appear.



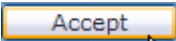
**Copy Clauses** Accept Previous

Copy From Policy Class  Aviation  
Endorsement No   
Description

Copy To Policy Class  Aviation Loss of Licence  
Endorsement No   
Description

These details will default in.

Insert new Policy Class and Endorsement no.

Once screen is updated, click  and the copy is completed. This will return you to Endorsement screen.

Once all the details are entered, press  to complete the setup.

**Warning:**  will delete the Endorsement.

**Please Note:** When processing a policy, the endorsements are available on look up. They can also be set up to default in so that all policies processed automatically have the Endorsement without it having to be selected. Finally, Endorsements can be made mandatory if required, meaning they will appear on all policies automatically for this Policy Classification and cannot be removed at the time of processing. Contact BA Support to set this up, if required.

### General Screen Defaults

**Please note:** General Screen Defaults is only for text based processing.

This function allows you maintain an existing policy schedule (or template) for each Policy Class. The Policy Schedule, located in the Policy Specific Details, will populate with the default text set up here for completion when processing.

### Accessing General Screen Defaults

Click on **Administration** on the Home page, or **All Options** on the top menu, as shown below, to display all available options.

Select **Insurance Administration** from the **Administration** list.

Type	Category	Sub Category	Form/Report (Click to Run)
Administration	Accounting		Accounting Administration
			End of Period - General Ledger Account
	Claims		Claims Administration
	Insurance		End of Period
			Insurance Administration

This will then open up the **Insurance Administration** menu. Click, on **Policy Setup** and **General Screen Defaults**.

Home Account Selection Change Password All Options Favourites Report Cabinets Logout

Insurance Administration

- FSRA Details
- Documents
- Policy Setup
  - Policy Classification
  - Policy Class - Apra Codes
  - Risk Class
  - Risk Class - Apra Codes
  - Renewal Type
  - Processing Type
  - General Screen Defaults
  - Read in Clauses

Insurance Administration

Insurance Administration allows for the maintenance of all of the Master Files and Codes Files that will affect Insurance Functions

The following screen will then appear.

## Chapter 10 - Administration

Insert the Policy Class or Look up

Schedule Headings and Default Text - Maintenance Only

Submit Clear

Policy Class PHH Householders

Screen

Input G210 as the screen name or Look up

When the data is input the screen will expand further as below

Schedule Headings and Default Text - Maintenance Only

Submit Clear

Policy Class PHH Householders

Screen G210 Schedule of Cover

Heading Text (Click to Change)	Default Schedule (First Lines)
Schedule of Cover	.BD.SITUATION:.BO.  .BD.HOME BUILDING:.BO. Building \$ Removal of Debris \$ Landlords Fixtures and Fittings \$ Excess \$  .BD.HOME CONTENTS:.BO. Household Contents \$ Specified Contents \$ (as specified below) Landlords Contents \$ Excess \$

Click here to open the screen up to make any amendments

## Chapter 10 - Administration

The screen will then display as follows and allow amendments to be made.

**Schedule Headings and Default Text** Accept Previous

Policy Class PHH Householders  
Screen G210 Schedule of Cover

Heading

Field Default Text

```
.BD.SITUATION: .BO.  
  
.BD.HOME BUILDING: .BO.  
Building $  
Removal of Debris $  
Landlords Fixtures and Fittings $  
Excess $  
  
.BD.HOME CONTENTS: .BO.  
Household Contents $  
Specified Contents $ (as specified below)  
Landlords Contents $  
Excess $
```

**Insert Text or make any amendments.**

When you have completed the changes, press Accept.

**Please note:** Text may be copied in from Word however you must insure that the font is Courier New size 11 and that there are NO tabs or any other formatting at all (e.g. bullet points). If you accidentally copy in any formatting your resultant print out from **ibais** will not work correctly, so please proceed with caution if copying data in from outside the system.

You may **Bold** and Underline the text by using the following commands:

### **Bold**

.BD. switches bold on (insert at the beginning of the text to be bolded)

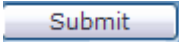
.BO. switches bold off (insert at the end of the text to be bolded)

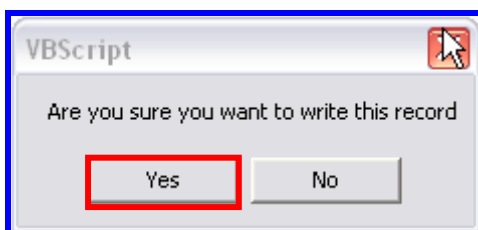
### Underline

.UL. switches underlining on (insert at the beginning of the text to be bolded)

.UO. switches underlining off (insert at the end of the text to be underlined).

The use of these commands will force the line along extra spaces - disregard these when you are lining up the document.

Once this is finalised click  to complete the setup . You will be asked to confirm if you want to write the record.



Click **Yes** and the set up is completed.

### Read In Clauses

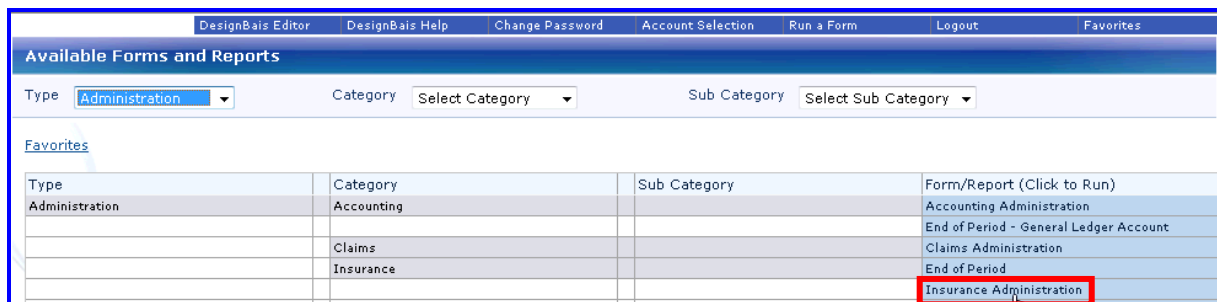
**Please note:** The Read in Clauses is only for text based processing.

This function allows you to enter new or maintain existing Clauses that can be read into the schedule.

### Accessing Read in Clauses

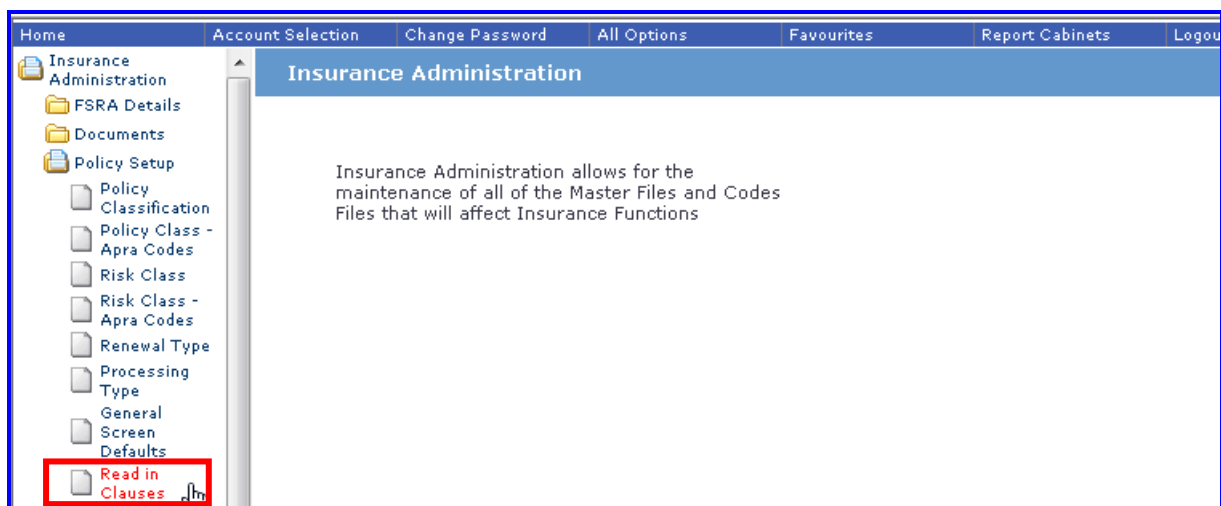
Click on **Administration** on the Home page, or **All Options** on the top menu, as shown below, to display all available options.

Select **Insurance Administration** from the **Administration** list.



Type	Category	Sub Category	Form/Report (Click to Run)
Administration	Accounting		Accounting Administration
			End of Period - General Ledger Account
	Claims		Claims Administration
	Insurance		End of Period
			Insurance Administration

This will then open up the **Insurance Administration** menu. Select **Policy Setup** and **Read in Clauses**.



Home Account Selection Change Password All Options Favourites Report Cabinets Logou

**Insurance Administration**

Insurance Administration allows for the maintenance of all of the Master Files and Codes Files that will affect Insurance Functions

- Insurance Administration
  - FSRA Details
  - Documents
  - Policy Setup
    - Policy Classification
    - Policy Class - Apra Codes
    - Risk Class
    - Risk Class - Apra Codes
    - Renewal Type
    - Processing Type
    - General
    - Screen
    - Defaults
    - Read in Clauses

The following screen will then appear.

**Insert** the General Schedule Text Name if you are creating a new Clause or **Look up** if you want to modify an existing clause

Enter short description of General Schedule Text name. This description is used when in Look up.

Drop down menu will provide list of Policy Classes so that this Clause can be linked to the correct Policy Class or leave it Blank to make it available for all Policy Classes

Click Yes to see in Look Up or leave Blank if no longer required in Look up

Insert Text - this is free format

The screenshot shows a web form titled 'General Schedule Text'. At the top right are buttons for 'Submit', 'Clear', and 'Delete'. The form fields include: 'General Schedule Text Name' with the value 'PRIVACY'; 'Description' with the value 'Privacy Notice'; 'Policy Class' with a dropdown menu showing 'PHH Householders'; and 'Available On Lookup' with a checked checkbox. Below these fields is a large text area containing a sample privacy policy text, preceded by '\*\*\*\* PRIVACY POLICY \*\*\*\*'. Red arrows point from the instructional text boxes to the corresponding form elements: the first arrow points to the 'General Schedule Text Name' field, the second to the 'Description' field, the third to the 'Policy Class' dropdown, and the fourth to the 'Available On Lookup' checkbox. A fifth red box points to the text area.

When all details are entered press  to complete the setup.

**Warning:**  will delete the Clause.



## General Letter Template

This function allows you to enter a letter template. By setting up a template the letter will exist when you **Generate a Letter**.

Click on **General Letter Template** and the **Letter Maintenance** Screen as follows will appear.

**Please Note:** The Letter Maintenance function can be used to amend an existing letter template OR add a new letter template.

The screenshot shows the 'Letter Maintenance' web interface. At the top, there is a title bar with the text 'Letter Maintenance' and three buttons: 'Submit', 'Clear', and 'Delete'. Below the title bar, there are two input fields: 'Letter Id' and 'Description'. A red arrow points to the 'Letter Id' field. To the right of these fields, a red-bordered box contains the text: 'Look up existing or insert new Letter Id. Ensure both Letter Id and Description is meaningful to enable future location of letter.' Below the input fields is a section titled 'Text of Letter'. Inside this section, there are three small buttons: 'B' (Bold), 'I' (Italic), and 'U' (Underline). A large red-bordered box in the center of the 'Text of Letter' area contains the text: 'Insert Text of Letter – you may copy an existing default. For example: a BASE letter or start with blank letter. You may Bold, Italic or Underline.'

## Chapter 10 - Administration

**Please Note:** To start with a blank letter, use the applicable codes to populate the data from the Client's detail fields and insert the relevant text.

NEW CODE	DESCRIPTION
[BKF.FROM]	From
[BKF.TO]	Attention
[BKF.DEAR]	Dear
[ARM.SALUTATION]	Client Salutation
[BKF.SUBJECT]	Letter Subject
[BKF.DATE]	Letter Date (dd mmm yyyy)
[BKF.ADDRESS]	Client Address if present else Insurer Address
[BKF.MAIL.CONTACT]	Client Mailing Contact
[BKF.CLIENT]	Client Code
[CLI.LNAME]	Insured Name (Full) from customer file
[POL.CLIENT.NAME]	Insured Name from Memorandum Number
[ARM.TRADE.NAME]	Debtor Name
[ARM.DR.ADDRESS]	Debtor Address
[BKF.MEMO]	Policy Memorandum
[PCL.DESC]	Policy Class Description
[APM.TRADE.NAME]	Insurer Name
[POL.CR.POLICY]	Underwriter Policy Number
[POL.START]	Policy Start
[POL.END]	Policy Expiry
[BKF.OWNER]	Letter (owner)
[EXC.NAME]	Executive Name (based on owner)
[EXC.TITLE]	Executive Title (based on owner)
[EXC.PHONE.DIRECT]	Executive Direct Phone (based on owner)
[EXC.EMAIL]	Executive Email (based on owner)

Once the codes and text has been input, press **Submit**.

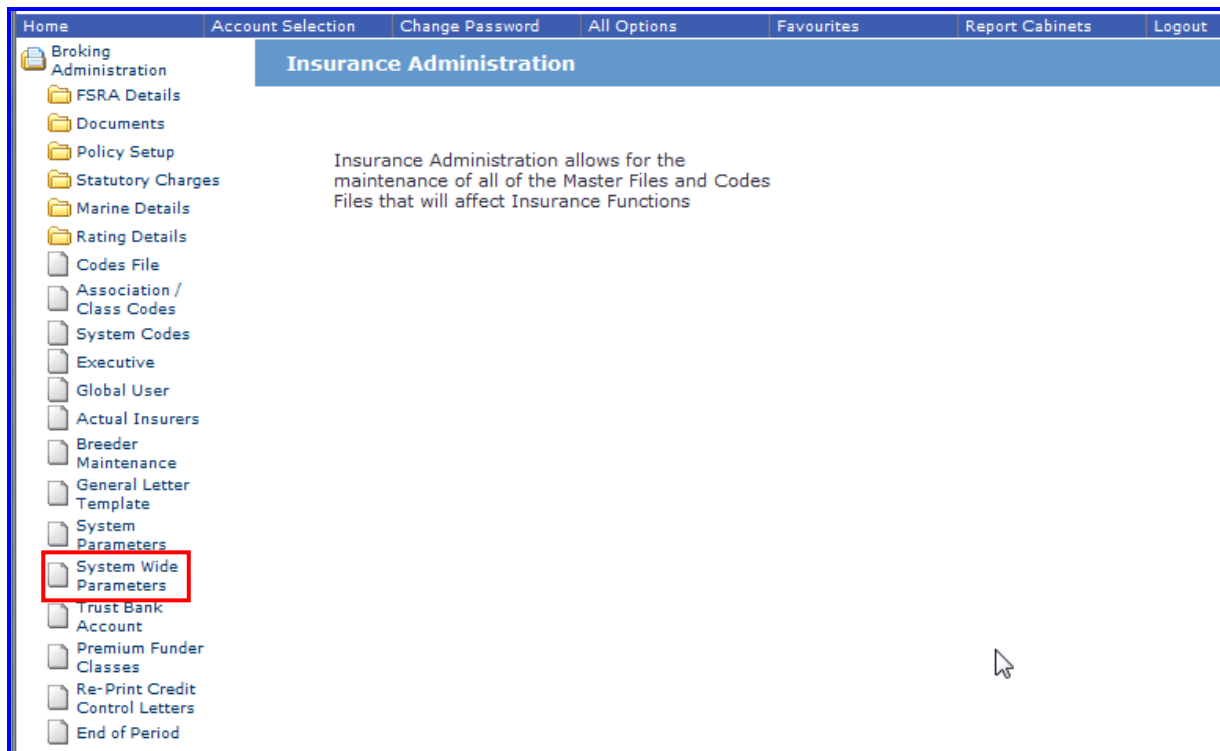
The letter template is now created.

### Invoice Detail Notes (Wide)

This function enables you to specify whether or not you want to allow the entry of 80 character wide Invoice Detail Notes. If you tick the box, the Invoice Detail Note field in the **Policy Transaction** and **Policy Maintenance** Screen wraps at 80 characters. If you leave this box un-ticked, then the Invoice Details field will still wrap at 60 characters.


**Please note:** your invoice document(s) may need to be modified to cater for this wider text. Please log a support call for assistance with this.

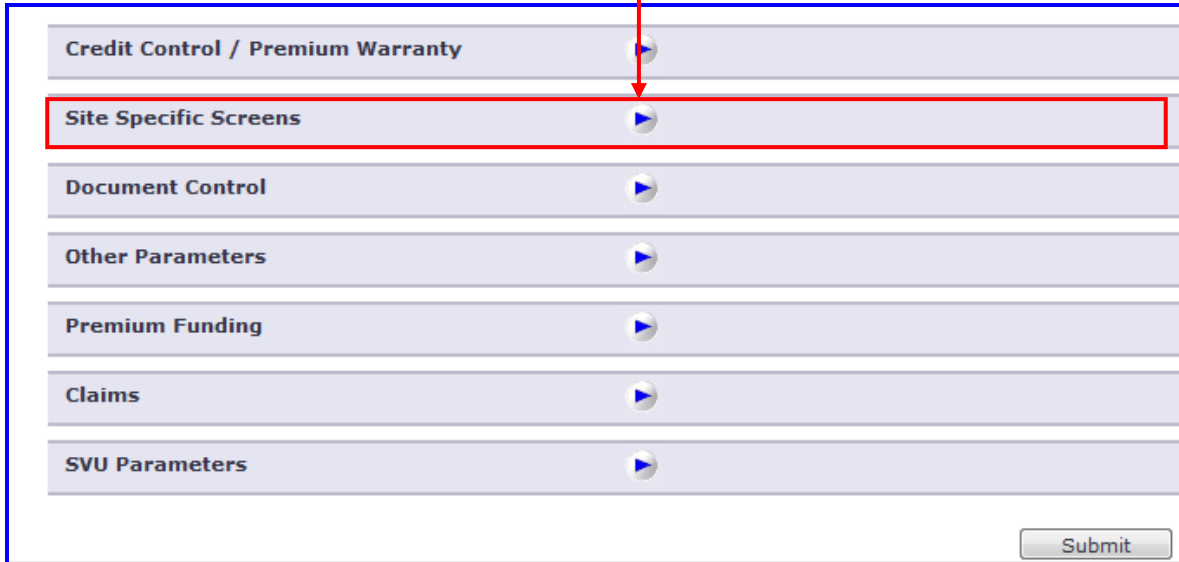
In Insurance Administration, click on System Parameters as shown below.



Then, scroll down the screen until you see the **Site Specific Screen** option and then click on the  icon to expand this section of the screen as shown:

## Chapter 10 - Administration

Click on the  icon to expand screen section.



Credit Control / Premium Warranty

**Site Specific Screens**

Document Control

Other Parameters

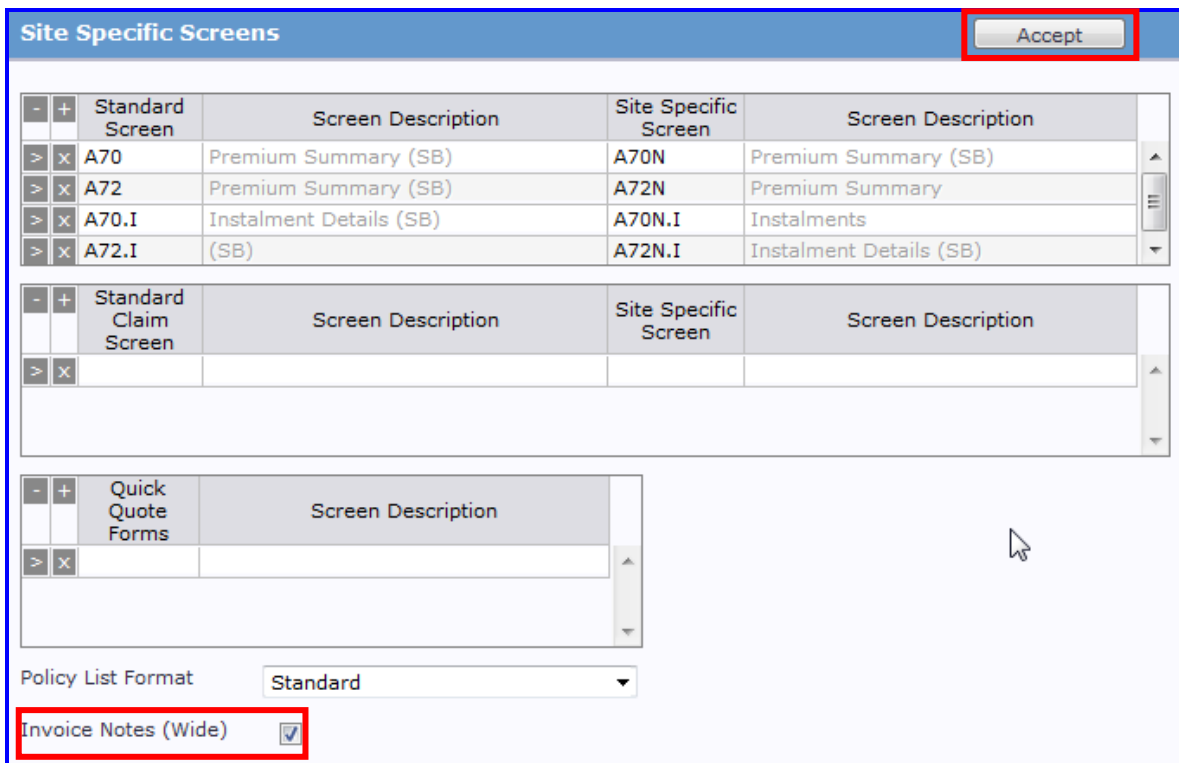
Premium Funding

Claims

SVU Parameters

Submit

The following screen will display. At the bottom of the screen you will see the **Invoice Notes (Wide)** field as shown below. If you want wide Invoice Notes, click on this field to flag that you want 80 characters instead of 60.



**Site Specific Screens** Accept

-	+	Standard Screen	Screen Description	Site Specific Screen	Screen Description
>	x	A70	Premium Summary (SB)	A70N	Premium Summary (SB)
>	x	A72	Premium Summary (SB)	A72N	Premium Summary
>	x	A70.I	Instalment Details (SB)	A70N.I	Instalments
>	x	A72.I	(SB)	A72N.I	Instalment Details (SB)

-	+	Standard Claim Screen	Screen Description	Site Specific Screen	Screen Description
>	x				

-	+	Quick Quote Forms	Screen Description
>	x		

Policy List Format: Standard

**Invoice Notes (Wide)** ☒

Finally, click on **Accept** to update the system.

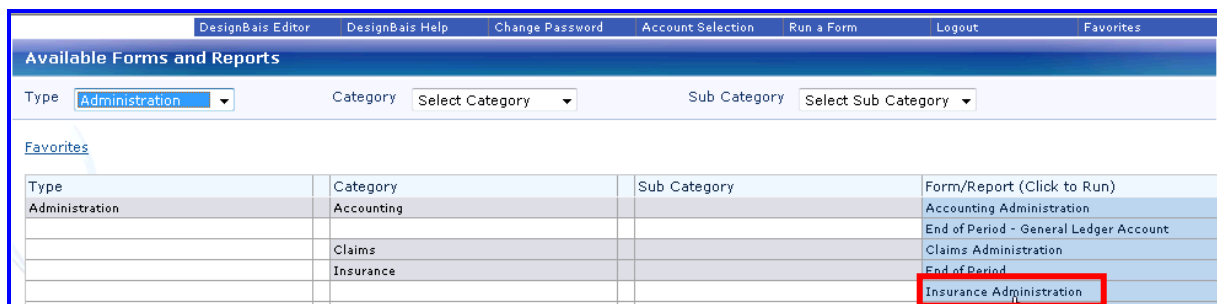
### Policy Wording

This function allows you enter and maintain the **Policy Wording** details. The Policy Wording populates in the **Policy Transaction Screen** under **Wording, Clauses** and **Notes** when new business or renewal is transacted. Each Policy Wording is given a unique code and description.

### Accessing Policy Wording

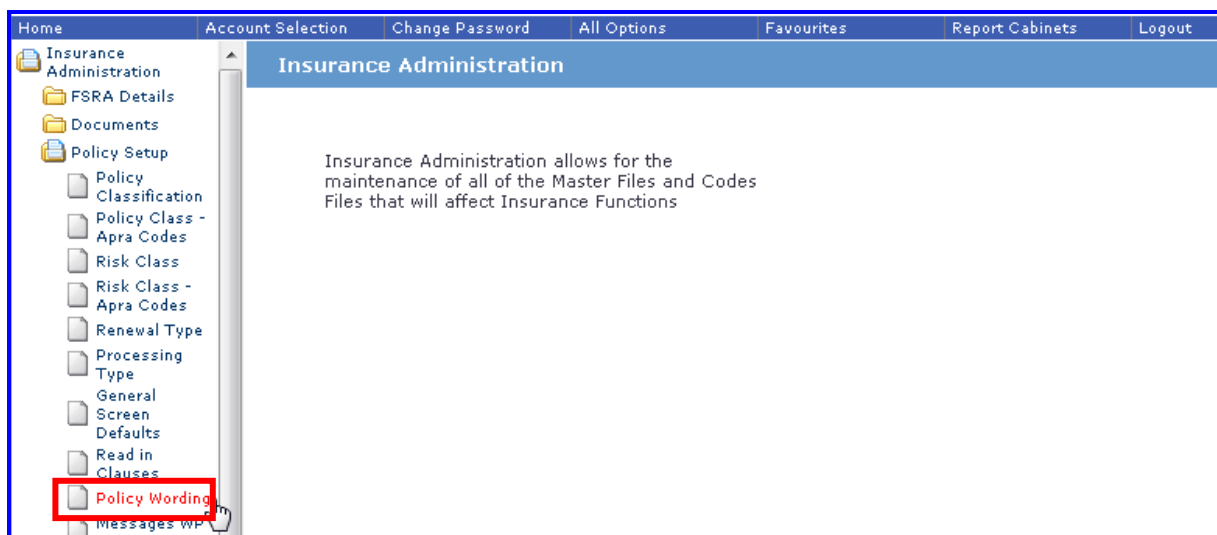
Click on **All Options** on the top menu, as shown below, to display all available options.

Select **Broking Administration** from the **Administration** list.



Type	Category	Sub Category	Form/Report (Click to Run)
Administration	Accounting		Accounting Administration
			End of Period - General Ledger Account
	Claims		Claims Administration
			End of Period
	Insurance		Insurance Administration

This will then open up the **Insurance Administration** menu. Select **Policy Setup** and **Policy Wording**.



Insurance Administration allows for the maintenance of all of the Master Files and Codes Files that will affect Insurance Functions

The following screen will appear

**Insert** the Policy Wording Code or **Look up**. Code is numeric and is unique for identifying a policy wording.

The screenshot shows a web form titled "Policy Wording". At the top right are three buttons: "Submit", "Clear", and "Delete". The "Submit" button is highlighted with a red box. The form contains three input fields: "Policy Wording Code" with the value "04", "Short Description" with the value "Steadfast Domestic Wording", and "Policy Wording" with the value "Steadfast Domestic Wording". Red arrows point from the instructional text boxes to these fields: one to the "Policy Wording Code" field, one to the "Short Description" field, and one to the "Policy Wording" field.

**Insert** Policy Wording detailed description, this is s free format.

**Enter** Abbreviated or short Policy Wording name or description.

When all the details are entered press  to complete the setup.

**Warning:**  will delete thePolicy Wording Code.

### Start Date Maximum Days In Future

A parameter exists to allow restrictions on **Future Start Dates**. If this field contains a value then it will be treated as the maximum number of days into the future that a policy can inception.

If you wish to have this restriction implemented in your system, please contact Support.

### Executive Maintenance

This function allows you to add an **Executive** and all details. It is used to identify who is responsible for a client/policy/claim and to track transactions and income through reporting.

i.e. Allows Debtors Reports to be run by executive or alternate executive.

### Accessing Executive Maintenance

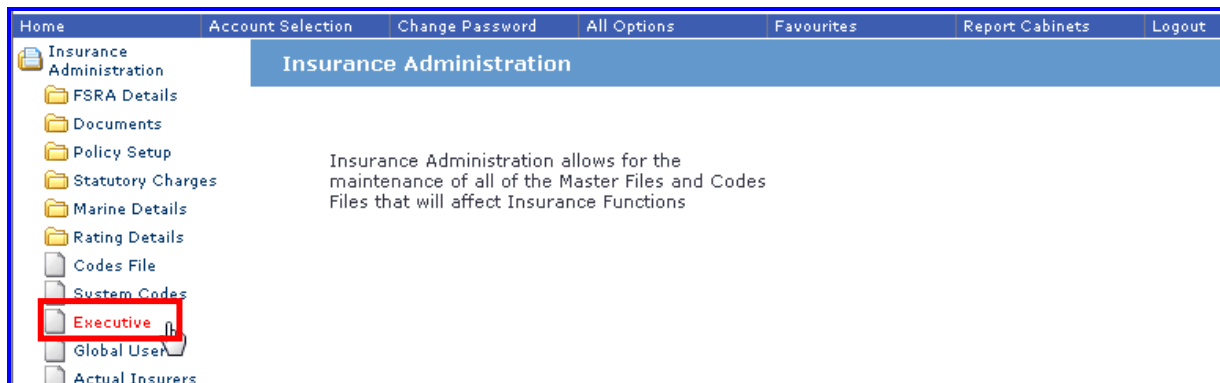
Click on **Administration** on the Home page, or **All Options** on the top menu, as shown below, to display all available options.

Select **Insurance Administration** from the **Administration** list:

Type	Category	Sub Category	Form/Report (Click to Run)
Administration	Accounting		Accounting Administration
			End of Period - General Ledger Account
	Claims		Claims Administration
			End of Period
	Insurance		Insurance Administration
			Online Policy Map (Maintenance)
			Online Policy Map (Set Up)
			Premium Funders
			Remove Portfolio Funding
		Statutory Reporting	APRA Extract Information
			APRA Form 701 - Audit listing
			APRA Form 701 - Audit report Category C
			APRA Form 701 - Table 1
			APRA Form 701 - Table 2
			APRA Parameter Maintenance
			APRA Reporting Extract
	Maintenance		Brooklyn Rating Codes
			Company Branch
			Rating Table Maintenance
	Users and Security		User and Security Administration

and the Insurance Administration screen will open

## Chapter 10 - Administration



Select **Executive** and the following screen will appear.

The 'Executive Maintenance' form contains the following fields and sections:

- Executive:** TRAIN9 (highlighted with a red box and arrow pointing to a note: 'You may Look up an existing **Executive** or add a new Executive. Enter Details of Executive.'
- Name:** TIM TRAINER
- Title:** MR
- Direct Phone No:** 02 911 1111
- Fax No:** 02 911 2222
- Email:** timtrainer@trainer.com.au
- Claims Executive Only:** ☐
- Auth Representative:** --No Type Selected--
- Sub Agent:** ☐
- Alternate Executive:** ---No Executive Selected---
- Executive to Receive Further Messages:** ---No Executive Selected---
- User-ID to Receive Messages:** --No Item Selected-- (highlighted with a red box and arrow pointing to a note: 'UserID to Receive Messages should have the executives UserID if this is not used as the Executive code – this allows the system to link back to the correct UserID in Task Management and for all automated messages and system generated emails.'
- Team:** No Codes in BKTEAM (highlighted with a red box and arrow pointing to a note: 'This area is for team reporting. Contact support to set up if you use team reporting.'
- Member of Team:** ☐ Leader of Team ☐
- Activate Document Control?:** ☐
- Default Division:** [Empty field]
- FSRA Details:** Table with columns: FSG Date, FSG Web Page, FSG Document, FSG Pdf.

Buttons: Submit, Clear, Delete.

**Please Note:** It is recommended that when creating an Executive code that you use the user ID.

The variation on Executives is explained in further detail below.



### Claims Executive Only

Claims Executive Only	<input type="checkbox"/>
-----------------------	--------------------------

Click the box if the Executive is a Claims Executive only, otherwise leave blank if they are a Policy and Claims Executive.

### Alternate Executive

The system allows you to nominate an Alternative Executive to act as a back up to the Executive. Click on the down arrow to get the list of Executives. Reports can be run in Alternate Executive order.

Alternate Executive	---No Executive Selected---	▼
---------------------	-----------------------------	---

**Please Note:** The Alternate Executive is set up as an Executive and is only defined as Alternate Executive by being added as an Alternate Executive on another Executive record or as an Alternate Executive on a policy.

Once all details are entered, press 

Submit
--------

 to complete the recording of the Executive details.

### Authorised Representative

If the Executive is an Authorised Representative, click on the down arrow for the selection as shown below.

If you choose **Y - Authorised FSRA**, the **Licence No** must be entered and the FSG must be set up in BA.

Contact support to set up the FSG and for assistance in completing the **FSRA Details**.

Licence No	<input type="text"/>
------------	----------------------

Auth Representative	--No Type Selected-- --No Type Selected-- Y - Authorised FSRA N - Unauthorised FSRA A - FSRA properties of the transaction's Alternate Executive	▼
---------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------	---

FSRA Details				
	FSG Date	FSG Web Page	FSG Document	FSG Pdf

## Change Account Executive

Account Executive on clients and policies can be altered in bulk using the **Change Account Executive** option under **Insurance Administration**.

Input the existing Exec Code and the New Exec code that you want to change to.

The screenshot shows the 'Change Account Executive' form. It includes fields for 'Old Executive:', 'New Executive:', 'Division:', and 'Transactions >= Date:'. Below these fields is a table with columns 'Clients' and 'Client Name'. Red arrows point from the text boxes to the corresponding fields in the form.

You can narrow the selection of records to be altered by Division and by Client Code. If left blank all records for the old exec code will be updated to the new exec code.

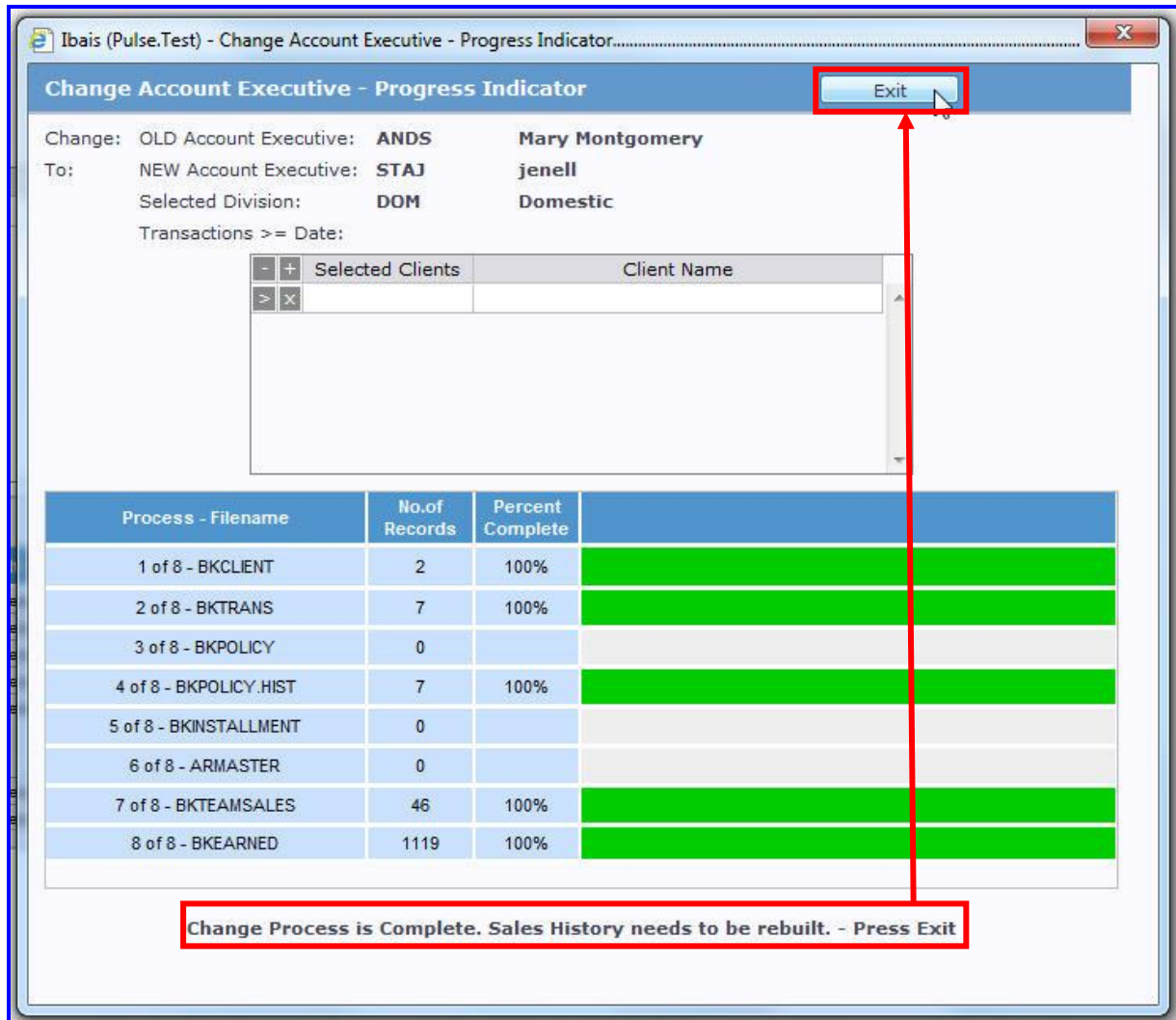
Leave the Transactions >= Date field blank to update all history to the new exec code. If you input a date here the change will only be applied to transactions greater than or equal to that date (ie using today's date will only change transactions processed today) and not any older policies.

Previous Changes: (Last 20 Changes shown only.)

Run Date & Time	OLD Exec	NEW Exec	Divn.	Clients	Tx Date	Run Result
08/06/11 12:06	WILP	ANDS		B-ZORRO		Run complete. 1 records changed.
08/06/11 12:05	WILP	ANDS		B-EGG		Run complete. 1 records changed.
08/06/11 12:04	WILP	ANDS		ANTZ		Run complete. 907 records changed.
08/06/11 12:04	WILP	ANDS		PIGOUT		Run complete. 2237 records changed.
08/06/11 12:02	ANDS	WILP		ANTZ B-EGG B-ZORRO PIGOUT		Run complete. 3146 records changed.
08/06/11 11:07	ABC	EGGZEK				Run complete. 177 records changed.
08/06/11 11:07	EGGZEK	ABC				Run complete. No records were changed.

History of the last 20 changes made is shown here.

Once the details are completed you can click **Submit** and the process will begin to run. A **progress screen** is displayed as below.



Once you see the **confirmation that the process is complete** you can click **Exit** to return to the **Change Account Executive** screen.

## Sub Agent Maintenance

More detailed information is required for adding a sub agent. Prior to establishing the sub agent you must ascertain if the sub agent is either a Gross or Nett Sub Agent.

- a) If the sub agent is a Gross Sub Agent meaning the total Gross premium is paid to you and you pay commission to the sub agent. Prior to establishing the sub agent it is necessary to create a Creditor in Insurer/Creditor Maintenance.
- b) If the sub agent is a Nett Sub Agent meaning he pays you the total premium less commission. Prior to establishing the sub agent it is necessary to create a Debtor in Client Enquiry and Policy Processing.

**Please Note :** It is important to think about the naming convention you use, to make sub agents easily identifiable it is suggested you give them a code starting with SUB (Creditor) and BK (Debtor). The same code is then used as the Executive/Sub Agent code.

## Gross Sub Agent

Once the creditor is set up you can set up the Executive /Sub Agent.

A screenshot of a software interface showing a button labeled "Sub Agent" with a green checkmark icon to its right. The button has a blue border and a light blue background.

By clicking on the Sub Agent box the following screen will appear.

Sub Agent Details													
Name	CRICKET INSURANCE P/L												
Address	SCG SYDNEY NSW 2000												
Telephone	02 999 9999	Fax No	02 999 8888										
Contact Person	MR CRICKET												
Management Fund	<input type="checkbox"/>	Broker Group	No Codes in BKCODES ▾										
Overseas Subagent	<input type="checkbox"/>	Do Not Use	<input type="checkbox"/>										
<b>Commission Rates</b>													
New Business Rate	<input type="text" value="15.00"/>	Add Commission rates for this Sub Agent											
Renewal Rate	<input type="text" value="15.00"/>												
Brokers Fee Commission Rate	<input type="text" value="10.00"/>	Click to have system automatically calculate commission on Endorsement, Adjustment.											
Auto Calculate Commission For Endorsements	<input checked="" type="checkbox"/>												
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="width: 5%;">-</th> <th style="width: 5%;">+</th> <th style="width: 15%;">Effective Date</th> <th style="width: 15%;">Add On Charge</th> <th style="width: 60%;">Add On Charge Description</th> </tr> </thead> <tbody> <tr> <td>&gt;</td> <td>x</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				-	+	Effective Date	Add On Charge	Add On Charge Description	>	x			
-	+	Effective Date	Add On Charge	Add On Charge Description									
>	x												

**Please Note: Sub Agent Commission Rates can be based on:**

**A percentage of Premium;**

**A percentage of Brokerage;**

**A percentage of Premium plus Broker's Fee.**

This is determined by the option in the system parameters.

Different rates can be entered for new business and renewals.

Payments to a gross paying sub agent are processed through the Creditor payment cycle in the same way as Insurer payments.

## Nett Sub Agent

Once the Debtor is set up you can set up the Executive /Sub Agent.

Sub Agent <input checked="" type="checkbox"/>	Debtor <input checked="" type="checkbox"/>
-----------------------------------------------	--------------------------------------------

It is imperative that Nett Sub Agents are flagged as Sub Agents and Debtors as shown above. The following screen will then appear:

**Sub Agent Details**

Name	CRICKET INSURANCE BROKERS		
Address	SCG SYDNEY NSW 2000		
Telephone	02 999 9999	Fax No	02 999 8888
Contact Person	MR CRICKET		
Management Fund	<input type="checkbox"/>	Broker Group	No Codes in BKCODES

**Commission Rates**

New Business Rate	15.00
Renewal Rate	15.00
Brokers Fee Commission Rate	10.00
Auto Calculate Commission For Endorsements	<input checked="" type="checkbox"/>

-	+	Effective Date	Add On Charge	Add On Charge Description
>	x			

Data defaults in from Debtor

Add Commission rates for this Sub Agent

Click to have system automatically calculate commission on Endorsement, Adjustment.

**Please Note: Sub Agent Commission Rates can be based on**

- A percentage of Premium**
- A percentage of Brokerage**
- A percentage of Premium plus Broker's Fee**

This is determined by the option in the system parameters.

Different rates can be entered for new business and renewals.

Payments from a nett paying sub agent are processed in the same way as client receipts (in cash receipts) – this is made possible because the sub agent is also the debtor on the policy and only the nett amount is shown on the account.

### Insurer/Creditor Maintenance

This function allows you to add an Insurer/Creditor Masterfile. It is used to create and maintain creditor records for Insurers and Gross paying sub agents.

### Accessing Insurer/Creditor Maintenance

Click on **All Options** on the top menu, as shown below, to display all available options.

Select **Insurer/Creditor Maintenance** from the **Accounting** list.

The screenshot shows the 'Available Forms and Reports' interface. At the top, there is a navigation bar with links: Home, Account Selection, Change Password, All Options (highlighted), Favourites, Report Cabinets, and Logout. Below this is a section titled 'Available Forms and Reports' with three dropdown menus: Type (Select Type), Category (Select Category), and Sub Category (Select Sub Category). A 'Favorites' link is also present. The main area contains a table with the following columns: Type, Category, Sub Category, Form/Report (Click to Run), Image, and Favorites. The 'Accounting' type is selected, and the 'Insurer/Creditor Maintenance' option is highlighted in the 'Form/Report' column.

Type	Category	Sub Category	Form/Report (Click to Run)	Image	Favorites
Accounting	Maintenance		Insurer/Creditor Maintenance		Yes
	Processing		Bank Statement Reconciliation		No
			Brokerage and GST Transfers		No
			Cancel Receipt		No
			Cash Receipts		No
			Creditors Open Item and History Ledgers		No
			Debtors Open Item and History Ledgers		No
			GL Transactions		No
			General Ledger Enquiry		No
			Receipt Enquiry		No

The following screen will be displayed.

## Chapter 10 - Administration

You may **Look up** an existing Creditor to maintain their details or enter a new Creditor. A code must be created for a new Creditor, it can be alpha or numerical.

**Insurer/Creditor Masterfile** Submit Clear

Creditor Account No

Company/Branch 0 BA INSURANCE SYSTEMS

Trading Name

Abbreviated Name

Postal Address

Postcode

Creditors Telephone No

Fax Number

Head Office Phone No

Contact Person

Creditor Type Underwriter

Classification Code

Currency Code AUSTRALIAN DOLLARS

Terms Code ---No Code Selected---

Sundry Creditor Foreign

Transaction Age Method Invoice Date

Payment Method Computer Cheque

GST/VAT Exempt Premium GST/VAT

Claims GST/VAT

Master Group --No Code--

Fire Levy Code

Physical Address

Search Key

A.C.N.

A.B.N.

Registered For GST

GST Registration No

Input Tax Credit %

Account No.

Release In Full

Comm GST/VAT

Insurer Details

Bank and Electronic Fund Transfer Details

Override PF Controls

Restrictions

Policy/Claim Numbers

Insurer Add on Charges

Credit Rating Details

Documents

Please contact support for details if you need to set up these fields.



## Chapter 10 - Administration

How to enter a new **Insurer/Creditor Masterfile** is detailed below:

The form is divided into two main sections. The top section contains fields for basic creditor information and GST details. The bottom section contains fields for creditor type, classification, and payment terms.

**Top Section Fields:**

- Trading Name
- Abbreviated Name
- Postal Address
- Postcode
- Creditors Telephone No
- Fax Number
- Head Office Phone No
- Contact Person
- Search Key
- A.C.N.
- A.B.N.
- Registered For GST (checkbox)
- GST Registration No
- Input Tax Credit %
- Account No.

**Bottom Section Fields:**

- Creditor Type (dropdown menu)
- Classification Code
- Currency Code (dropdown menu)
- Terms Code (dropdown menu)
- Sundry Creditor (checkbox)
- Foreign (checkbox)
- Transaction Age Method (dropdown menu)
- Payment Method (dropdown menu)
- Release In Full (checkbox)

**Annotations:**

- Insert Creditors full Trading Name (this will appear on all documents) also insert abbreviated Name
- Enter a search key for the Insurer/ Creditor
- Company A.C.N or A.B.N these will print on the remittance advice
- Insert the Creditors full Postal address (this will appear on all documents i.e. PO Box) and Postcode
- Account number allocated to you by Creditor
- Enter details for Account contact person (Phone, Fax, and Name)
- This is not a mandatory field you may enter GST details. Click if registered for GST, Enter GST Registration No and Input Tax Credit as a % i.e. 100.
- Click to get the drop down menu this enables you to select the creditor type.
- ANZIC code listing
- This field controls the payment terms to the Creditor. Click to get the drop down menu and a choice of terms will appear. **Please note if this is changed after the initial set up contact support to update existing outstanding invoices credit terms.**
- This function relates to claims payments **ONLY**. It allows you to process a claims payment where an actual creditor does not exist in the system
- Payment method will be Computer Cheque (this method allows the running of the automatic payment cycle). **Please contact support for assistance in setting up Electronic payment method if you intend to use ABA files.**
- Will default to Invoice Date, **Please note this is the policy inception/ effective date.**
- If ticked this will release part paid items in full if part paid items are being released.

These fields apply only for overseas underwriters. To have GST Exempt for Commission and Premium just click the GST Exempt option. If you **DO** want GST on just one section you can tick the appropriate box to include it – ie if there is to be GST on Premium but not Commission tick the GST Exempt and the Premium GST boxes.

The screenshot shows a form with three checkboxes: "GST/VAT Exempt", "Premium GST/VAT", and "Comm GST/VAT". Below these are "Claims GST/VAT" and "Master Group". A dropdown menu for "Fire Levy Code" is set to "No Codes in BKCODES". A text field for "Physical Address" is labeled "Creditor's physical address". A red box labeled "FSL Code" points to the "Physical Address" field. A red box labeled "Is only if you use Master Groups in Claims." points to the "Master Group" dropdown.

The Claims GST box should be ticked for overseas insurers where the GST on claims paid is not collected from the insurers, but is posted separately and claimed back in your ATO Tax return.

You have the option to print closings or not, i.e. Sunrise underwriter does not require a closing. **Please note this is underwriter driven and not policy driven.** Click to obtain selection.

The screenshot shows the "Insurer Details" section. It includes fields for "Insurer Type", "Print Closing" (a dropdown menu), "Underwriting Agency" (a checkbox), "Actual Insurers" (a checkbox), and "Flag 'Do Not Use'" (a checkbox). A red box labeled "Click if Insurer is an Underwriting Agency" points to the "Underwriting Agency" checkbox. A red box labeled "Actual Insurers only needs to be clicked if another insurer needs to be declared as the holding security" points to the "Actual Insurers" checkbox. A red box labeled "By clicking on this field it will not allow any processing on this code except for Cancellations and Endorsements." points to the "Flag 'Do Not Use'" checkbox.

These fields **only apply if the Insurer is based overseas**. Click if Creditor is an Overseas Insurer. Click if they are a member of the Price Waterhouse Fire Brigade scheme. If ticked FBC Charges will be calculated. Enter the Withholding tax it must be expressed as 100% as the actual rate is stored elsewhere in the system

The screenshot shows a form with several checkboxes and text fields. It includes "Overseas Flag", "Unregistered Insurer", "Intermediary", "Member FBC Scheme", "Binder Exists", "Withholding Tax %", "Include In Bulk Closing", and "Pass Prem GST/VAT to UW". A red box labeled "Click if Insurer operates a binder." points to the "Binder Exists" checkbox. A red box labeled "Click if Insurer is not registered with the local Prudential Regulatory body, additional charges may apply. The Foreign Insurers Notification will print." points to the "Unregistered Insurer" checkbox. A red box labeled "Click if insurer operates as an Intermediary this will allow a free text entry of Actual Insurer" points to the "Intermediary" checkbox. A red box labeled "Only for overseas Insurers. Click if premium GST to be passed to O/S insurer." points to the "Pass Prem GST/VAT to UW" checkbox. A red box labeled "Click if insurer is included in a bulk invoice closing" points to the "Include In Bulk Closing" checkbox.

**Broker Report Codes**

UW/Agency Code

Description

Null

Partner

Null

These Report Codes are for Steadfast Brokers. The codes are provided by Steadfast. Click on down arrow for options.

-

+

Policy Class

Description

Liability Default

These fields are for standard BA users. It allows some policy classes to have default limits of liability.

The **APRA details section** allows the required category to be defined for **APRA reporting**.

APRA Details

APRA Category

---APRA Category---

Relevant choices for this dropdown are shown below.

---APRA Category---

---APRA Category---

Domestic or General Insurers (APRA authorised)

General Insurance Intermediary (placed indirectly)

Lloyds underwriters

Unauthorised Foreign Insurers

Additional fields are presented for General Insurance Intermediary and Unauthorised Foreign Insurer.

### General Insurance Intermediary

Where the entity is identified as a General Insurance Intermediary you will be required to complete another field – Placement Type.

APRA Details

APRA Category

General Insurance Intermediary (placed indirectly)

Placement Type

---Placement Type---

---Placement Type---

---Placement Type---

Domestic or General Insurer Placements

Lloyds Placement

Mandatory Supporting Insurer Details

UFI Placement

The available Placement Types identified as part of the legislation changes are:

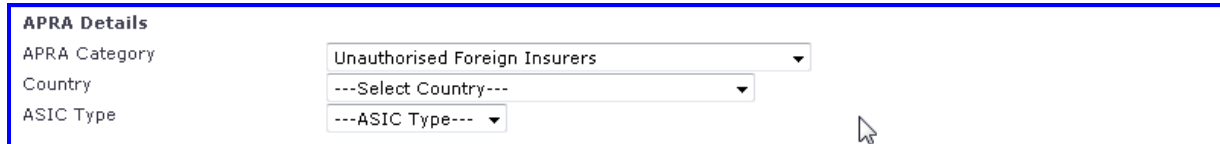
- **Mandatory Supporting Insurer Details** – This flags that Supporting Insurer details will be mandatory when processing a policy. It will not be possible to leave blank and advise at a later time. (See instructions for setting up Actual Insurers as these will be required if this option is selected.)
- **General Insurer Placement** – This flag indicates that all placements are underwritten 100% with APRA authorised general insurers. This option is not allowed where the Overseas Insurer Flag is set to 'Y'.
- **Lloyds Placement** – This flag indicates that all placements are underwritten 100% with Lloyds cover holders.
- **UFI Placement** – This flag indicates that all placements are underwritten 100% with a UFI(s).

If a general insurance intermediary places with a mixture of general insurers, Lloyds or UFI(s), then the first option 'Mandatory Supporting Insurers' should be used.

Where the 'General insurance intermediary' is flagged as Foreign, the data collected will be represented based on the Placement Flag of the Supporting Insurer(s).

### Unauthorised Foreign Insurer

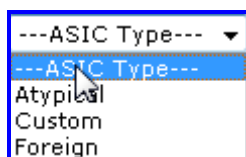
Where the entity is identified as a UFI you will be required to complete additional information:



The screenshot shows a form titled 'APRA Details'. It contains three dropdown menus: 'APRA Category' (set to 'Unauthorised Foreign Insurers'), 'Country' (set to '---Select Country---'), and 'ASIC Type' (set to '---ASIC Type---'). A mouse cursor is visible over the 'ASIC Type' dropdown.

Firstly, you will be required to enter the country code of the UFI.

Secondly, you will be required to enter the ASIC Type (defined below).



The screenshot shows the 'ASIC Type' dropdown menu with the following options: 'Atypical', 'Custom', and 'Foreign'.

- **Atypical Risks**, exempt classes (High Risk i.e. Nuclear, Terrorism, Shipowners P&I). Please refer to regulations for specific risks.
- **Foreign Law**, placement is subject to foreign law.
- **Customised**, exemption that cannot be placed in the Australia market (requires application to ASIC).
- **Not Applicable** the system will either assume that no value or blank is not applicable or alternatively as part of the release process, all existing records will be set to 'Not Applicable'.

## Chapter 10 - Administration

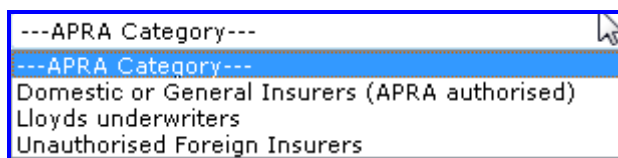
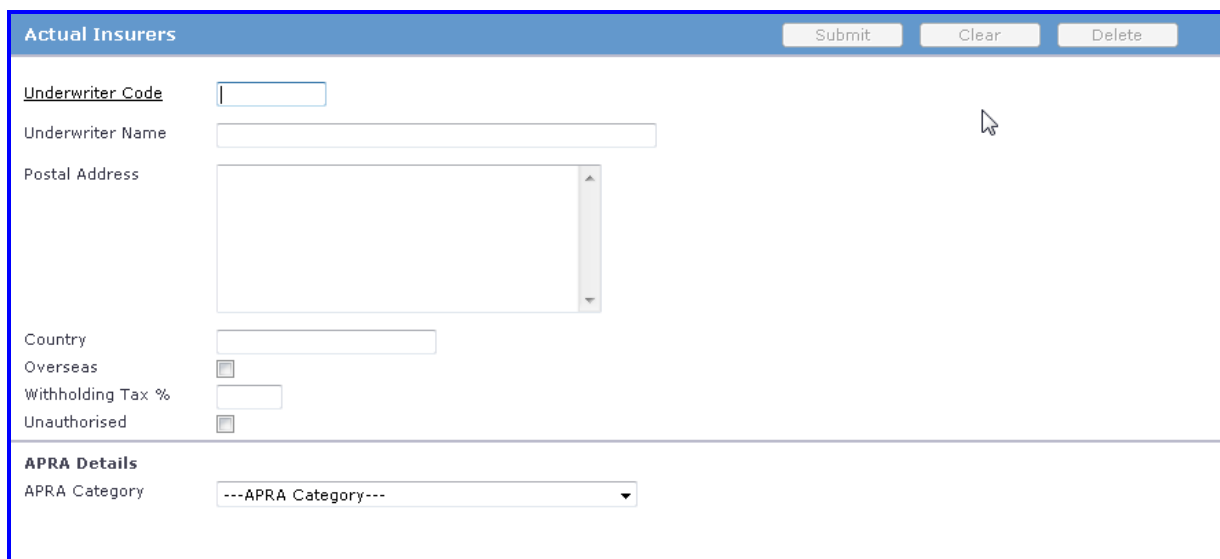
APRA has indicated the following order of reporting precedence, this will be determined based on the Client ASIC Type first, followed by the Insurer ASIC Type:

- 1st – High Value Insured
- 2nd – Atypical
- 3rd – Foreign Law
- 4th – Customised

If a UFI applies to more than one Insurer ASIC Type, each type will need to be setup as a separate Insurer record. Therefore only the Client ASIC Type will be compared to the Insurer ASIC Type to determine reporting precedence.

### Actual Insurers

Where business is placed through a foreign intermediary **ibais** has mandated that the Actual Insurers on the placement be recorded. The UFI reporting requirements dictate that these Actual Insurers are identified in accordance with the reporting rules. **ibais** has been updated to enable this reporting.



These changes are Mandatory and a transaction involving Actual Insurers will not be allowed to proceed until the APRA category is updated.

### Policy and Risk Class Changes

The new reporting structures require additions to both policy and risk classes.

These changes are required where insurance is placed with a UFI.

The changes are the same for policy class and for risk class. In a transaction the risk class will take precedence.

Two new maintenance forms have been developed specifically for these changes: Policy Class – APRA Codes and Risk Class – APRA Codes. Both are accessed from the Insurance Administration – Policy Setup menu.

**Policy Class - APRA Data Collection codes**

Policy Class

APRA Class

Atypical Class

**Risk Class - APRA Data Collection codes**

Risk Class

Apra Class

Atypical Class

---APRA Class---

(Not\_Applicable)

Aviation

CTP\_motor\_vehicle

Commercial\_motor\_vehicle

Consumer\_credit

Domestic\_motor\_vehicle

Employers\_liability

Fire\_and\_ISR

Homeowners\_householders

Marine

Mortgage

Other

Other\_accident

Professional\_indemnity

Public\_and\_product\_liability

Travel

---Atypical Class---

(Not\_Applicable)

Aviation liability

Biological

Equine

Medical clinical trials

Nuclear

Shipowners P and I

Space

Terrorism

War

It can be used for Allianz e-remit or if using a bank ABA file.

[illegible]

This section allows you to **email closings to the Insurer** and to also **send a blind copy to another party**.

Once all details are entered, press  to save the Insurer/Creditor details.

### Changing Sunrise Policies back to Manual

This function allows a policy with a Sunrise Policy class to be altered to any manual (non-Sunrise) policy class.

In certain circumstances it may become necessary to take a policy off Sunrise. If this is required at renewal time, the policy can simply be renewed onto a manual policy class and no further intervention is required.

However, if the policy is to be removed from Sunrise mid term for some reason, you will need to use the Change Policy Class function in Insurance Administration. This function is restricted, so if you do not have access you will need to refer this to the nominated person in your office to assist you.

**Firstly before changing any from Sunrise to manual policy it is important that you understand the following:**

- This function is **irreversible** – if you change the wrong policy it will have to remain manual until the next renewal when the insurer can send it through as an import renewal for you.
- If you change the correct policy to the wrong manual policy class you will have to cancel this policy and re-enter it, you cannot change from one manual class to another using this function.
- When a policy is converted to a manual policy class it is important that the insurer is notified so that their system is also updated accordingly.
- All future transactions will then be completely manual and the insurer will require closings to be sent so that they can process the same transactions on their system, like any other manual policy.

Access the **Change Sunrise Policy Class option** from the **Insurance Administration menu**. (This option is only available to people with Administration access.)

The image below shows the screen used to change a policy from Sunrise to manual:

The screenshot shows the 'Change Policy Class' screen. The left sidebar contains a tree view with the following items: Home, Broking, Administration, FSRA Details, Documents, Policy Setup, Statutory Charges, Marine Details, Rating Details, Codes File, Association / Class Codes, System Codes, Executive, Global User, Actual Insurers, Breeder, Maintenance, General Letter Template, System Parameters, System Wide Parameters, Trust Bank Account, Premium Funder Classes, Re-Print Credit Control Letters, End of Period, and Change Policy Class (highlighted). The main content area has a title bar 'Change Policy Class' with 'Submit' and 'Cancel' buttons. Below the title bar is a 'Memorandum No.' field. The main area is divided into two sections. The top section has a 'Policy Class' label and a table with columns 'Start Date', 'End Date', and 'Status'. The bottom section has a 'New Policy Class' label and a table with columns 'New Risk Class' and 'Division'.

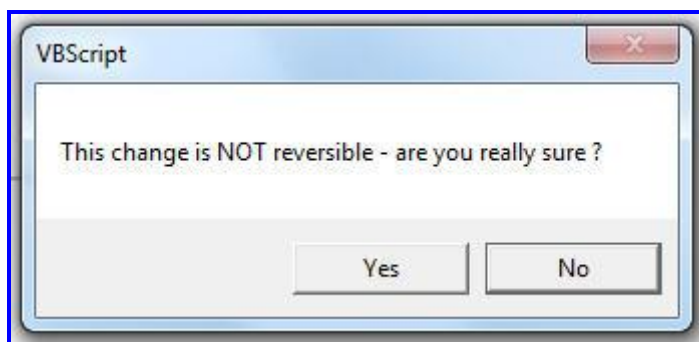
Policy Class	Start Date	End Date	Status
Insured			
Executive			

New Policy Class	New Risk Class	Division

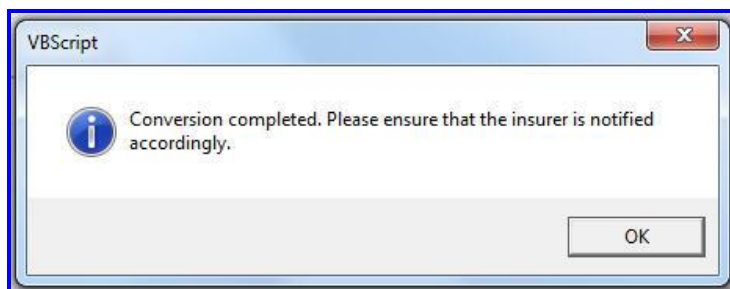


Input the Memo Number and verify that the details are correct. Remember this is an irreversible change – **ALWAYS** double check that you have the correct policy.

Once the details are entered click on **Submit**. You will be asked to **confirm the change**:



Final confirmation is displayed when the policy class change is complete:



## Change/Merge Client Codes

This document describes the necessary steps and processes involved in changing or merging Client Codes.

Client codes may be changed for many reasons, the most common of which are...

Alteration/correction of an existing code (converts all records to the new code and deletes the old one).

Merging of a client's policies and details to another existing client.

**Precaution: This process should be used with utmost care.**

Changing a current Client Code to a New Code is a process which can be reversed, however **when a current Client Code is merged with an existing Client there is no possibility of reversal.**

For this reason the use of this procedure should be restricted to users with a higher than normal understanding of the structure and complexity of the **ibais** system.

It is highly recommended that all details are thoroughly checked prior to initiating a run.

This process should only be run when **no staff are logged into the system** – you can schedule it to run at a later date/time to ensure that nobody is processing (e.g. Late at night).

## Setting Up a Change/Merge Client Code Run

Access the **Change Client Code** option from the **Insurance Administration** menu. (This option is only available to people with Administration access).

**Input the current client code** that you want to alter under **“Current Client”** and the new code you want to change it to or merge it with under **“New Client Code”**. (The system will confirm if it is a merge.)

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Client Code already exists, so Current Client's details will be merged.

New Client Codes will be created where the "New" Client Code doesn't exist.

Client Codes can only be used once within a Change Client Code Run. Merging multiple Clients to another Client must be done with successive runs.

Scheduled Date of Run: 30/08/2011 Scheduled Run Time: 08:45

Current Run Status: No Current Run Established

Previous Changes: Earliest Previous Run Date to include: 01/06/2011

Run Date & Time	Status	Time Taken	User	OLD Clients	NEW Clients	Action	Notes
29.08.11 11:26:48	COMPLETED	00:06:02	wilp	WBT	WABBIT	New	
29.08.11 11:18:13	COMPLETED	00:05:44	wilp	2295	WBT	Merge	
29.08.11 08:48:49	COMPLETED	00:05:40	wilp	2350	WBT	Merge	
29.08.11 08:33:00	COMPLETED	00:05:42	wilp	2297	WBT	Merge	
26.08.11 15:47:26	COMPLETED	00:06:07	wilp	WABBIT	WBT	New	
23.08.11 15:30:53	COMPLETED	00:05:54	wilp	WHOO001	WABBIT	Merge	
23.08.11 15:16:36	COMPLETED	00:05:48	wilp	ANTZ	ANTZP	New	
23.08.11 15:05:14	COMPLETED	00:05:59	wilp	ANTZ001	ANTZ	Merge	
23.08.11 14:55:29	COMPLETED	00:05:59	wilp	ANT'001	ANTZ001	New	
23.08.11 14:45:19	COMPLETED	00:05:55	wiln	3436	WABBIT	New	

Summary of Change Client Code runs since the nominated Earliest Date.

Click Submit will initiate a Phantom Process which will commence the Change Run after the Scheduled Run Date & Time.

Once submitted, you do **NOT** need to keep this screen open until the scheduled run. Simply click on **Home** or **Favourites** to proceed with other work.

## Enquiring on a Submitted Change Client Code Run

If you access the Change Client Code screen again before the Scheduled Run begins the screen will display the run details after a message alerts you that the details are 'Waiting to be actioned'.

**Click Refresh to obtain latest view of Run Status.**

**Modify Details will allow the current Run to be stopped and modified – provided that its status is still 'Run Waiting to Commence'**

VBScript

The details shown are Waiting to be actioned. The update run is scheduled to commence as soon as the Scheduled Date and Time have passed. Click Save to remove them from their Scheduled state and save the details for later amendment or submitting. Click Cancel to cancel the scheduled run.

OK

**Once run has commenced the status will indicate progress. Larger databases will take longer to process. Reindex phase is a lengthy process and will occur after the file changes have finished.**

## Cancelling/Modifying a Submitted Change Client Code Run

Cancelling a run will stop the scheduled run from happening and will retain the details so that they may be reused later, if required. Details of Cancelled runs will also be shown on both on-screen report and printed report.

Additional client code changes can be added or stored details can be modified and saved until you are ready to input a new Scheduled Date of Run and Scheduled Run Time and submit again.

The screenshot shows the 'Change Client Code' window with the 'Current Client' tab selected. The 'Current Client Name' is 'POIDER WHEELSON' and the 'New Client Code' is 'POIDER'. The 'Scheduled Date of Run' is '30/08/2011' and the 'Scheduled Run Time' is '09:10'. The 'Current Run Status' is 'Run Cancelled'. A 'VBScript' error message is displayed over the window, stating: 'The details shown have recently been CANCELLED. You may Save or Submit these details with or without amendment. Press Delete to remove the details from the current run setup.' The message has an 'OK' button.

**Refresh screen will indicate if the last run was cancelled.**

## Reporting on Completed Change Client Code Runs

The screenshot shows the 'Change Client Code - Current Status' window. The 'Current Client' tab is selected. The 'Current Client Name' is 'POIDER WHEELSON' and the 'New Client Code' is 'POIDER'. The 'Scheduled Date of Run' is '30/08/2011' and the 'Scheduled Run Time' is '09:10'. The 'Current Run Status' is 'No Current Run Established'. The 'Previous Changes' section shows a table of runs with columns: Run Date & Time, Status, Time Taken, User, OLD Clients, NEW Clients, Action, and Notes. The table contains several rows of data, including runs that were cancelled and completed. Annotations point to specific features:

- Change Earliest Previous Run Date to reduce the size of both the on-screen and printed reports.** (Points to the 'Earliest Previous Run Date to include:' dropdown menu)
- Previous Changes on-screen report provides a summary of each run since the nominated Earliest Run date.** (Points to the 'Previous Changes' table)
- Print button provides full details of the displayed runs. See example following.** (Points to the 'Print Summary' button)

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The report provides totals of each file for all Clients in the run:

Development Account - BA.DEV - Page Control.....

Completed Page 1 of 2 Search Search Next Actions REP~15948-12196 actions XLS

B A Insurance Systems Pty Ltd

Change Client Codes - Previous History Report Run Time: 30 AUG 2011 - 08:57

Includes all previous runs scheduled to commence on or after 30/08/11

Scheduled	Date	Time	Time	Run Status	Port	User	Current	New Client	Merge	Filename	Items	Time	Processing Exceptions
Date of	Start	Started	Finished		No.	Name	Client	Code	or New		Processed	Taken	
Run	Time	Finished	Finished										
30/08/11	08:45	30/08/11	08:45:54	00:06:20	COMPLETED	3348	wlp	ANTZP	ANTZ	New	ARMASER	3	00:00:02
		30/08/11	08:52:14				2352	WHEE002	AROI	70	00:00:00		
							2351	FKSLO	AROI	65	00:00:00		
									ARPA	0	00:00:00		
									ARSHIP	5	00:00:00		
									BKCLAIMS	0	00:00:00		
									BKCLIENT	4	00:00:00		
									BKFAV	7	00:00:00		
									BKINSTALLMENT	0	00:00:00		
									BKJOURNAL	3	00:00:00		
									BKMARKET	0	00:00:00		
									BKNOTES	51	00:00:00		
									BKNOTES.IMG	59	00:00:00		
									BKOVERDUE	0	00:00:00		
									BKPOLICY	25	00:00:01		
									BKPOLICY.HIST	128	00:00:04		
									BKQUESTREQ	1	00:00:00		
									BKTRANS	238	00:00:03		
									BKINSTINV	11	00:00:00		
									BKPFUND	0	00:00:00		
									BKPFUND.HIST	0	00:00:00		
									BKEXCEPTION	15	00:00:00		
									ARFOLLOWUP	0	00:00:00		
									ARINVRG	89	00:00:00		
									ARJOURNAL	0	00:00:00		
									ARMASERDEL	0	00:00:00		
									ARSLSHIST	0	00:00:00		
									ARSLJNL	0	00:00:00		
									ARTRANS	0	00:00:00		
									BKTRANS.OLD	0	00:00:00		
									BKTRUST.DET	138	00:00:00		
									BKTRUST.HIST	0	00:00:00		
									BKCLAIMS	2	00:00:00		
									BKINSURER	0	00:00:00		
									BKPFCDR	0	00:00:00		
									BKPRODDATA	0	00:00:00		
									BKUCASH	0	00:00:00		
									BKBRCKE	0	00:00:00		
									BKCCOSTC	0	00:00:00		
									BKILLLED	0	00:00:00		
									BKBPEND	0	00:00:00		
									BKBOX	0	00:00:00		

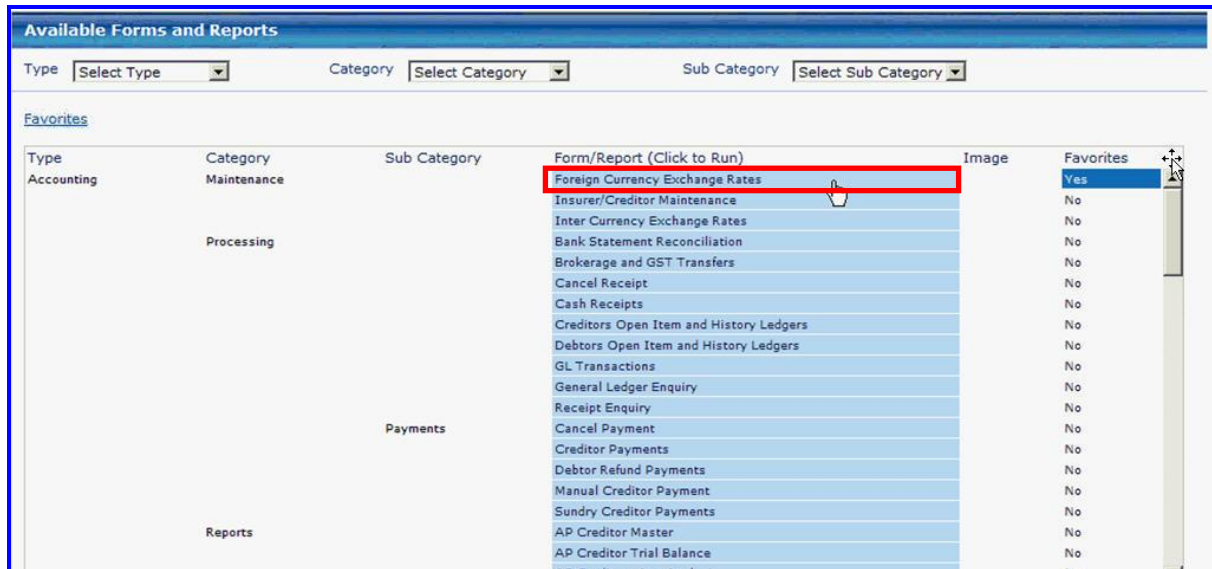
BKPARAMS\_R30 - Change Client Codes - Previous History

Sorted by Date and Time of Run

Page 1 of 2

## Maintaining Foreign Currency Exchange Rates

The menu item **Foreign Currency Exchange Rates** enables the rates to be updated.



Once you have called the function then enter the **Company number** and the **Currency**.

It is important to **change all of the rates** – Average, Buy and Sell. All of these rates should be the same.

Check that your calculated rates are in line with preceding rates.

**Foreign Currency Exchange**

Company: 0  
Home Currency: IDR (Indonesian Rupiah)  
Foreign Currency: EUR (Euro)  
Bank: [Empty]

**Average Rates**

Financial Year	Period	Average Rate
2009	06	70.0182
2009	06	70.5617
2009	03	65.6410
2009	02	68.2451
2009	01	64.7987
2008	12	64.7987
2008	12	64.7987
2008	04	69.5783

**Buy/Sell Rates**

Date	Time	Buy Rate	Sell Rate
31/07/200	14:56	70.2395	70.2395
30/06/2009	14:06	70.0182	70.0182
22/06/2009	12:23	70.5617	70.5617
27/02/2009	06:44	65.6410	65.6410
30/01/2009	06:43	68.2451	68.2451
01/01/2009	06:39	64.7987	64.7987
31/12/2008	06:35	64.7987	64.7987

The calculation for rates is:

**$1 / \text{Exchange Rate} * \text{Foreign Exchange Factor of the system}$**

For example, Indonesia has a foreign exchange factor of 1,000,000

The Euro exchange rate is 14,237 Rupiah to a Euro.

The calculation is:  **$1/14237*1000000 = 70.2395$**

In the example above the rate will change to 70.2395 when the form is submitted.